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IDENTIFIERS	Rancho Santiago Community College District CA

ABSTRACT

Providing descriptions of program goals and procedures as well as sample materials, this document describes a counseling services program development model implemented at California's Rancho Santiago Community College (RSCC). Sections 1 and 2 describe the development of the program by RSCC's Counseling Department and provide a list of counselors. Section 3 describes the philosophy of the Counseling Department, while sections 4 and 5 provide an outline and chart of the objective free model, including the following steps: program- and student-based needs assessment; departmental philosophy development; the development of goals by educational, career, and personal/social domains; the development of program goals based on needs assessments, counselor judgments, and administrative directives; the assignment of goals to counselors; the development of workplans and activities to achieve the goals; program evaluation; and marketing to campus and community. Section 6 provides an organizational chart of the Counseling Department's philosophy developed at the college, while section 7 provides a list of baseline student outcomes for the educational, career, and social/personal domains. Sections 8 and 9 provide counseling goals developed the RSCC's main and Orange campuses for 1991-92, while section 10 describes specialty area goals related to probationary students and other special cases. Section 11 details delivery systems for counselor specialty areas and section 12 provides a glossary of terms. Finally, sections 13 and 14 provide sample worksheets related to the development and evaluation of the model. (KP)

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ED 386 228

RANCHO SANTIAGO COMMUNITY COLLEGE

COUNSELING PROGRAM

Objective Free Accountability

Model

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SECTION 1

ACKNOWLEDGEMENT

The Counseling faculty at RSC have been engaged, for the past two years, in developing, implementing and evaluating Program Goals and Outcomes. This Objective Free Program Development Model, adopted by the Counseling faculty is a viable goal planning system.

This Program Development Model:

- was developed over a two-year period incorporating Baseline and Selected Student Outcomes
- is simple, flexible and cost effective
- is multi-faceted in involving all Counseling programs
- is action-oriented and evaluative
- addresses priorities developed by the Counseling faculty
- is program based and student centered
- has a mission and department philosophy

The Counseling faculty has worked many long hours in developing goals and outcomes. Many thanks to Emery Fillmore who introduced the Program Development Model to the Counseling faculty and who has helped the Counselors realize sound planning strategies. Also, a word of gratitude to the Task Force on Goals: Shirley Stoabs, Robert Gallegos, Joyce Norwood and Irene Malmgren. This committee met two or three times a month to finalize the Counseling Department goals and outcomes. To all of you, I am deeply grateful for your creative ideas, support and initiative in this endeavor. A special thanks to Orange Campus Counseling Support Staff Bonnie Meiss, Jillian James, and Christy Stanley for all the typing and retyping.

Betty Cotton
Department Chair
April 1992

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SECTION 2

RANCHO SANTIAGO COMMUNITY COLLEGE

CHANCELLOR
Vivian Blevins, Ph.D.

VICE CHANCELLOR, STUDENT SERVICES
Edward Hernandez, Ed.D.

BOARD OF TRUSTEES
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Pete Maddox
Shirley Ralston
Carol Enos
Michael Ortel
John M. Raya

STUDENT SERVICES
COUNSELING DEPARTMENT
DEAN/COUNSELING - Lynne Stedman, Ph.D.
ASSISTANT DEAN/STUDENT SERVICES - Audrey Noji, Ph.D.
DIRECTOR OF STUDENT SERVICES - Sara Lundquist
DEPARTMENT CHAIR - Betty Cotton, Ed.D.

PROGRAM DEVELOPMENT COMMITTEE
CHAIR - Emery Fillmore, Ed.D.
COMMITTEE MEMBERS

Betty Cotton, Ed.D.
Robert Gallego
Joyce Norwood
Shirley Stoabs
Irene Malmgren

COUNSELORS	SPECIALTY AREAS
John Acuna	Transfer Center
Ruth Babeshoff	Orange Campus/Matriculation
Pam Barr	GAIN
Dick Bartholomew	International Students
Howard Black	Physical Education Division
Eliotte Boggus	Fine Arts
Mary Castellanos, Ph.D.	Assisting bilingual/Spanish students
2Betty Cotton, Ed.D.	Nursing/Fire Tech/Applied Arts Science/Dept. Chair
Gloria Davenport, Ph.D.	New Horizons, Adult Re-Entry/Older Adult Counseling and Ed.
Dora DeCastro, Ed.D.	Adult Continuing Education
Joyce Earl, Ph.D.	Career Center/Psychological Services
Emery Fillmore, Ed.D	Orange Campus/Program Development
Carolyn Baca-Frye	Assisting bilingual/Spanish/re-entry students
Robert Gallego	Access/Matriculation/Humanities
Dennis Gilmour	EOPS
Isaac Guzman	Transfer Center
Edna Jimenez	New Horizons, ADVANCE/Eclosion
Clarence Lee, Ed.D.	Career
Irene Malmgren	Testing Coordinator
Joyce Norwood	Adult Continuing Ed./Orange Adult Learning Ctr.
Charlene Pearson, Ed.D.	Career/Science Technology
Janis Perry	General
Tina Pham, J.D.	Assisting Indochinese students
Mariah Daniel-Platt, Ed.D.	General
Julia Quiroz	Adult Continuing Education
Refugio Qunitana	New Horizons, ADVANCE
Daniel Ramirez	Adult Continuing Education
Ida Rotcher	Nursing/Fire Science
Dennis Sadler	International Students
Shirley Stoabs	General, Business Division
Sunshine Vidal	New Horizons, Displaced Hmker./Single Parent/Gender Equity
Margarita Vidales	JTPA
Sharon Wright	Articulation

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SECTION 3

RANCHO SANTIAGO COMMUNITY COLLEGE
COUNSELING DEPARTMENT
OUTCOMES/COMPETENCIES

MISSION STATEMENT:

To provide educational, career, and personal counseling/advisement. (April 30, 1987)

PHILOSOPHY:

The RSC Counseling Faculty are educators trained in affective and academic domains for the purpose of supporting students in three primary areas:

(1) Career Counseling
   a. Identification of career goals

(2) Academic Counseling
   a. Acquisition of skills necessary to make decisions relative to reaching career goals

(3) Personal Counseling
   a. Development of behavioral and communication skills necessary to overcome obstacles and cope with the complexities inherent in the college experience.

The counseling philosophy directs cooperative and collegial efforts toward the creation of an environment conductive to learning, thereby enhancing the quality of students' lives, in encouraging critical thinking, and exposing them to the richness of cultural diversity.

DOMAIN GOALS:

EDUCATIONAL

To provide and maintain counseling support services and programs that will assist students in achieving their educational goals.

CAREER

To provide and maintain career\life planning programs that will assist students in developing career goals.

SOCIAL/PERSONAL

To provide and maintain personal/intervention services and programs that will assist students in attaining their educational/career and personal goals.

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SECTION 4

OBJECTIVE FREE PROGRAM DEVELOPMENT MODEL

MODEL

In this model, the results/outcomes are established as a given for the program, but the specific contributions of individual counselors are agreements forged between counselor and administrator. The agreements on contributions and the plans to achieve the agreed-upon results must be flexible and must change as the needs change.

I. **NEEDS ASSESSMENT**
   - A. Program Based
   - B. Student Centered

II. **DEPARTMENT PHILOSOPHY**

III. **GOALS BY DOMAIN**
   - A. Educational
   - B. Career
   - C. Personal/Social

IV. **OUTCOMES**
   - A. Based on Needs Assessment
   - B. Based on Counselor Judgement
   - C. Based on Administrative Directives

V. **ASSIGNMENTS OF OUTCOMES**
   - A. Counselor
   - B. Counselor Team

VI. **PROGRAM DEVELOPMENT WORKSHEETS**
   - A. Designed to accomplish each Goal/Outcome stating:
     1. Activity
     2. Population
     3. Date/Times
     4. Person Responsible

VII. **PROGRAM EVALUATION**
   (For the purpose of program development and improvement.)
   - A. Subjective
   - B. Objective

VIII. **MARKETING**
   - A. Presentation to Staff, Community Groups, Board of Trustees, and Students

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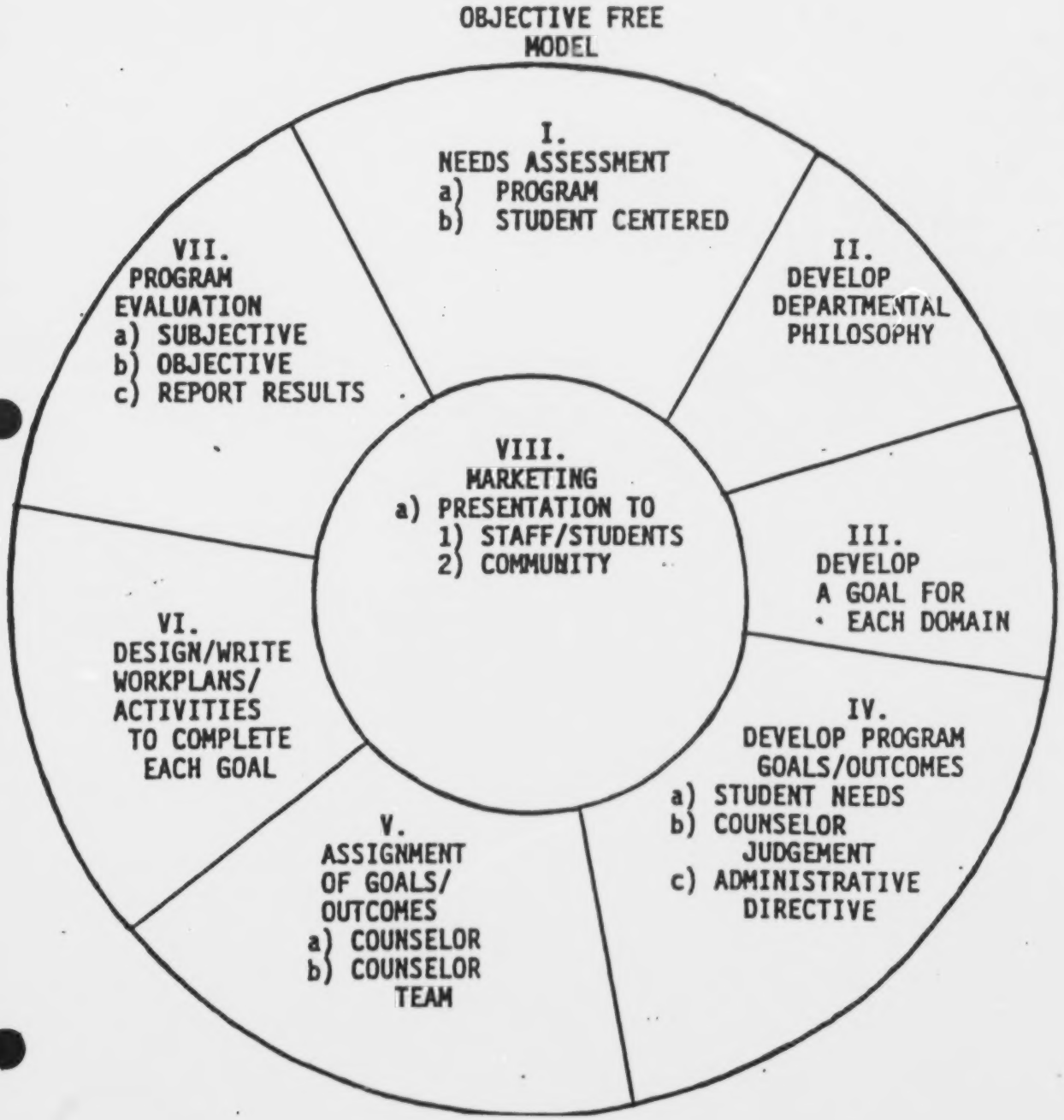
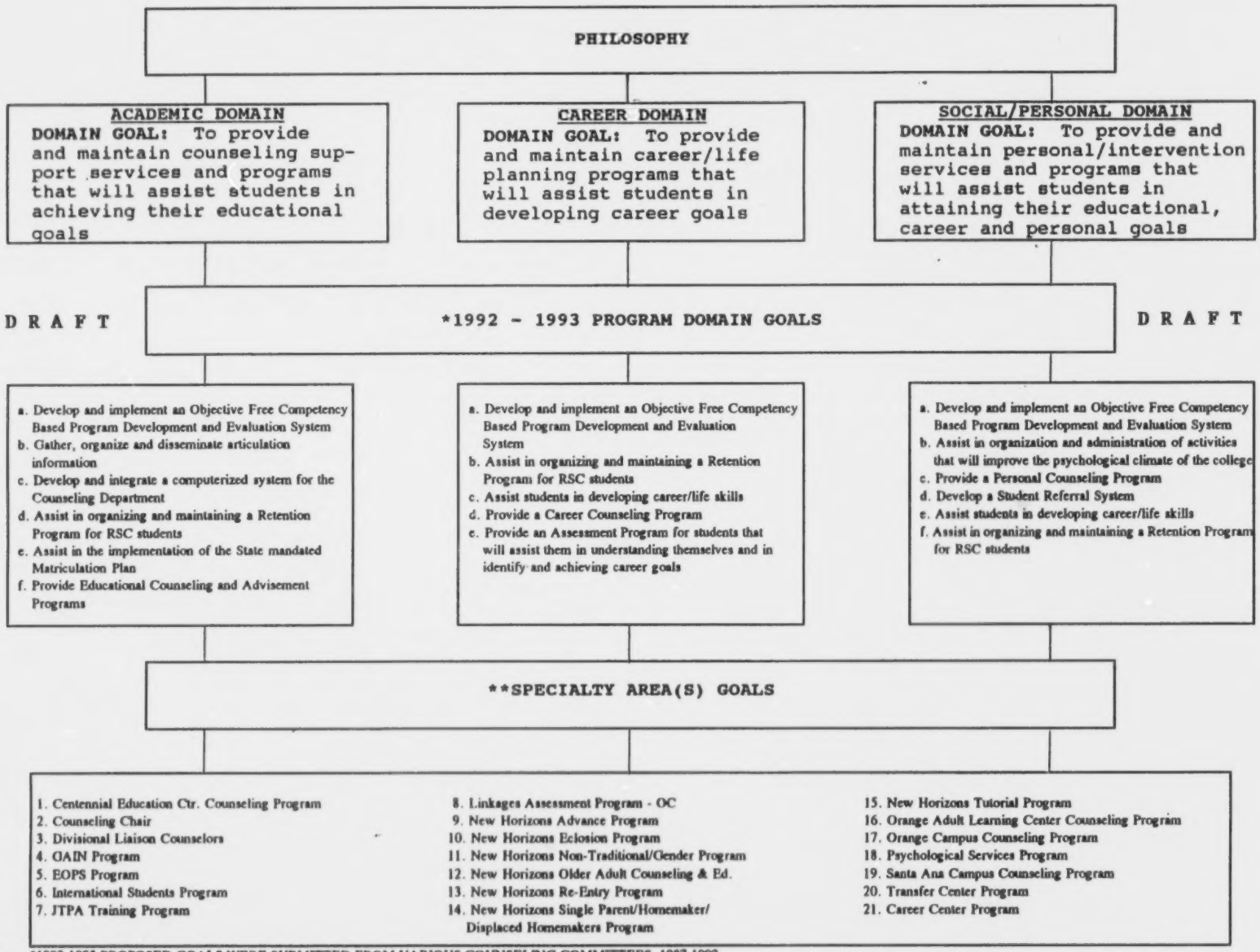
SECTION 5

COMMUNITY COLLEGE
PROGRAM DEVELOPMENT WHEEL

BECAUSE EACH DEVELOPMENTAL STEP IN THE MODEL IS INTER-RELATED, SEQUENTIAL COMPLETION OF EACH STEP IS RECOMMENDED, HOWEVER, PROGRAM DEVELOPMENT MAY START ANY PLACE ON THE WHEEL DEPENDING ON THE CURRENT STATUS OF THE GUIDANCE PROGRAM.



SECTION 6


PHILOSOPHY
ACADEMIC DOMAIN
DOMAIN GOAL: To provide and maintain counseling support services and programs that will assist students in achieving their educational goals
CAREER DOMAIN
DOMAIN GOAL: To provide and maintain career/life planning programs that will assist students in developing career goals
SOCIAL/PERSONAL DOMAIN
DOMAIN GOAL: To provide and maintain personal/intervention services and programs that will assist students in attaining their educational, career and personal goals
D R A F T
*1992 - 1993 PROGRAM DOMAIN GOALS
D R A F T
a. Develop and implement an Objective Free Competency Based Program Development and Evaluation System
b. Gather, organize and disseminate articulation information
c. Develop and integrate a computerized system for the Counseling Department
d. Assist in organizing and maintaining a Retention Program for RSC students
e. Assist in the implementation of the State mandated Matriculation Plan
f. Provide Educational Counseling and Advisement Programs
a. Develop and implement an Objective Free Competency Based Program Development and Evaluation System
b. Assist in organizing and maintaining a Retention Program for RSC students
c. Assist students in developing career/life skills
d. Provide a Career Counseling Program
e. Provide an Assessment Program for students that will assist them in understanding themselves and in identify and achieving career goals
a. Develop and implement an Objective Free Competency Based Program Development and Evaluation System
b. Assist in organization and administration of activities that will improve the psychological climate of the college
c. Provide a Personal Counseling Program
d. Develop a Student Referral System
e. Assist students in developing career/life skills
f. Assist in organizing and maintaining a Retention Program for RSC students
**SPECIALTY AREA(S) GOALS
1. Centennial Education Ctr. Counseling Program
2. Counseling Chair
3. Divisional Liaison Counselors
4. GAIN Program
5. EOPS Program
6. International Students Program
7. JTPA Training Program
8. Linkages Assessment Program - OC
9. New Horizons Advance Program
10. New Horizons Eclosion Program
11. New Horizons Non-Traditional/Gender Program
12. New Horizons Older Adult Counseling & Ed.
13. New Horizons Re-Entry Program
14. New Horizons Single Parent/Homemaker/ Displaced Homemakers Program
15. New Horizons Tutorial Program
16. Orange Adult Learning Center Counseling Program
17. Orange Campus Counseling Program
18. Psychological Services Program
19. Santa Ana Campus Counseling Program
20. Transfer Center Program
21. Career Center Program

*1992-1993 PROPOSED GOALS WERE SUBMITTED FROM VARIOUS COUNSELING COMMITTEES, 1987-1992
**FOR SPECIALTY AREA WORK PLANS, SEE SECTION 10

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SECTION 7

RANCHO SANTIAGO COMMUNITY COLLEGE
COUNSELING DEPARTMENT
OUTCOMES/COMPETENCIES

EDUCATIONAL DOMAIN	CAREER DOMAIN	SOCIAL/PERSONAL DOMAIN
DOMAIN GOAL: To provide and maintain counseling support services and programs that will assist students in achieving their educational goals.	**DOMAIN GOAL:** To provide and maintain career/life planning programs that will assist students in developing career goals.	**DOMAIN GOAL:** To provide and maintain personal/intervention services and programs that will assist students in attaining their educational/career and personal goals.
DELIVERY SYSTEMS MAY INCLUDE: INDIVIDUAL COUNSELING, SEMINARS/WORKSHOPS, COUNSELING CLASSES, ORIENTATION PROGRAMS		
BASELINE STUDENT OUTCOMES	**BASELINE STUDENT OUTCOMES**	**BASELINE STUDENT OUTCOMES**
1.0 Know the role and function of the community college counselor	1.0 Know the role and function of the community college counselor	1.0 Know the role and function of the community college counselor
1.1 Know the role and function of the community college	1.1 Know the role and function of the community college	1.1 Know how to make an appointment with a counselor
1.2 Know how to apply to college	1.2 Know counseling office location and how to make an appointment	1.2 Know location of resource offices and people
1.3 Know college costs	1.3 Know the location of career resources and how to use them	1.3 Know about crisis intervention services available
1.4 Know contact person(s) and other resources	1.4 Know career/job training programs available	1.4 Know about seminars relating to a variety of personal development areas
1.5 Know about counseling classes relating to educational planning	1.5 Know about counseling classes relating to career development	1.5 Know about counseling classes relating to personal development areas
1.6 Know why placement tests are required	1.6 Know skill areas to be considered when selecting a career goal	
1.7 Know who must take the placement test	1.7 Know the variety of career assessment tests and inventories available	

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RANCHO SANTIAGO COMMUNITY COLLEGE
COUNSELING DEPARTMENT
OUTCOMES/COMPETENCIES

EDUCATIONAL DOMAIN	CAREER DOMAIN	SOCIAL/PERSONAL DOMAIN
DOMAIN GOAL: To provide and maintain counseling support services and programs that will assist students in achieving their educational goals.	**DOMAIN GOAL:** To provide and maintain career/life planning programs that will assist students in developing career goals.	**DOMAIN GOAL:** To provide and maintain personal/intervention services and programs that will assist students in attaining their educational/career and personal goals.
DELIVERY SYSTEMS MAY INCLUDE: INDIVIDUAL COUNSELING, SEMINARS/WORKSHOPS, COUNSELING CLASSES, ORIENTATION PROGRAMS		
BASELINE STUDENT OUTCOMES	**BASELINE STUDENT OUTCOMES**	**BASELINE STUDENT OUTCOMES**
1.0 Know the role and function of the community college counselor	1.0 Know the role and function of the community college counselor	1.0 Know the role and function of the community college counselor
1.1 Know the role and function of the community college	1.1 Know the role and function of the community college	1.1 Know how to make an appointment with a counselor
1.2 Know how to apply to college	1.2 Know counseling office location and how to make an appointment	1.2 Know location of resource offices and people
1.3 Know college costs	1.3 Know the location of career resources and how to use them	1.3 Know about crisis intervention services available
1.4 Know contact person(s) and other resources	1.4 Know career/job training programs available	1.4 Know about seminars relating to a variety of personal development areas
1.5 Know about counseling classes relating to educational planning	1.5 Know about counseling classes relating to career development	1.5 Know about counseling classes relating to personal development areas
1.6 Know why placement tests are required	1.6 Know skill areas to be considered when selecting a career goal	
1.7 Know who must take the placement test	1.7 Know the variety of career assessment tests and inventories available	

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RANCHO SANTIAGO COMMUNITY COLLEGE
COUNSELING DEPARTMENT
OUTCOMES/COMPETENCIES

EDUCATIONAL DOMAIN	CAREER DOMAIN	SOCIAL/PERSONAL DOMAIN
DOMAIN GOAL: To provide and maintain counseling support services and programs that will assist students in achieving their educational goals.	**DOMAIN GOAL:** To provide and maintain career/life planning programs that will assist students in developing career goals.	**DOMAIN GOAL:** To provide and maintain personal/intervention services and programs that will assist students in attaining their educational/career and personal goals.
SELECTED STUDENT OUTCOMES	**SELECTED STUDENT OUTCOMES**	**SELECTED STUDENT OUTCOMES**
1.0 Know own special admissions category a) Non-resident b) F-1 student c) Refugee d) Immigrant	1.0 Understand and utilize the processes involved in selecting a career	1.0 Know about and use, when needed, Health Services at the Santa Ana and Orange campuses
1.1 Understand educational requirements and options and complete a personalized educational plan	1.1 Understand and/or utilize job seeking skills	1.1 Demonstrate and understand the impact of a student's cultural background on their personal adjustment to college life
1.2 Know how to apply placement test results to class selections	1.2 Take (and have interpreted) career related tests and inventories	1.2 Understand and demonstrate the processes involved when making decisions
1.3 Understand and utilize the processes involved in selecting a major	1.3 Understand and utilize career assessment results	1.3 Understand & demonstrate the processes involved in setting personal goals
1.4 Understand and complete appropriate transfer GE/major requirements to colleges and universities	1.4 Understand and utilize career resource materials in the career center	1.4 Understand and demonstrate the concept of how the "Life Style" concept relates to personal adjustment
1.5 Utilize educational resource materials	1.5 Know about and attend career development seminars and classes	1.5 Understand and demonstrate conflict reduction techniques
1.6 Understand and utilize special admission programs for transfer students	1.6 Demonstrate how the career cluster concept relates to career selection	1.6 Understand and utilize values/personality inventory results
1.7 Understand and utilize my own personal learning style	1.7 Demonstrate how the concept of life style relates to career selection	

EDUCATIONAL DOMAIN SELECTED STUDENT OUTCOMES	CAREER DOMAIN SELECTED STUDENT OUTCOMES	SOCIAL/PERSONAL DOMAIN SELECTED STUDENT OUTCOMES
1.8 Understand and use good study techniques	1.8 Demonstrate how interests relate to career choice	
1.9 Know about and use financial aid resources	1.9 Demonstrate how aptitude relates to career choice	
	2.0 Demonstrate how values relate to career choice	

Selected Student: Refers to a student(s) who have either "self referred" or who have been referred by staff because of special needs.
Example: personal counseling, financial aid, career guidance.

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SECTION 8

RANCHO SANTIAGO COLLEGE
ANNUAL COUNSELING GOALS 1991-92

Academic
GOAL ONE: Develop and implement an Objective Free Competency Based Program Development and Evaluation System *4

Academic
GOAL TWO: Gather, organize and disseminate articulation information *1

Academic
GOAL THREE: Develop and integrate a computerized system into the Counseling Department *4

Academic
GOAL FOUR: Assist in the implementation of the State mandated Matriculation Plan *1

Academic
GOAL FIVE: Provide Educational Counseling and Advisement Programs *1

Career
GOAL SIX: Assist in organizing and maintaining a Retention Program for RSC students *4

Career
GOAL SEVEN: Assist students in developing career/life skills *2 *3

Career
GOAL EIGHT: Provide an Assessment Program for students that will assist them in understanding themselves and in identifying and achieving career goals *2

Social/Personal
GOAL NINE: Assist in organization and administration of activities that will improve the psychological climate of the college *3

Social/Personal
GOAL TEN: Provide a Personal Counseling Program *3

Social/Personal
GOAL ELEVEN: Develop a Student Referral System *3

Domain Areas
*1 Academic
*2 Career
*3 Social/Personal
*4 Academic, Career, Social/Personal

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SECTION 9

PROGRAM DEVELOPMENT

ORANGE CAMPUS GOALS 1991-92

GOAL 1: To develop and organize Counseling Center programs, activities, physical facilities, and resources as they relate to all counseling functions including transfer center activities.

GOAL 2: To organize and administer Staff Development Programs for counselors and suppport staff.

GOAL 3: To expand and maintain a Matriculation Program for area high schools and for Orange Campus students who intend to transfer to a four-year college.

GOAL 4: To expand the Orange Campus retention program.

GOAL 5: To expand the Orange Campus Placement Testing Program and Educational and Career Assessment Program Capability.

GOAL 6: Student retention/matriculation - Pre-collegiate Basic Skills classroom presentations.

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SECTION 10

PROGRAM DEVELOPMENT
SPECIALTY AREA GOALS

ACADEMIC PROBATIONARY STUDENTS AND SUBJECT TO DISMISSAL STUDENTS

GOAL 1: Organize and administer a Counseling Program that will insure that all probationary students and subject to dismissal students will meet with a counselor and develop an Educational Plan designed to meet their educational goals.

APPLIED ARTS/SCIENCE COUNSELOR

GOAL 1: To provide counseling services to students in Applied Arts/Science.

CENTENNIAL EDUCATION CENTER

GOAL 1: To disseminate information about the educational programs and counseling services at CEC.

GOAL 2: To facilitate entrance into the High School program by providing assessment and individual counseling.

GOAL 3: To prepare students for graduation and to articulate effective follow-up to college admission or other.

GOAL 4: To provide personal counseling and referral to service agencies appropriate to the needs of students.

GOAL 5: To provide career assessment, career exploration and career counseling to CEC students.

GOAL 6: To provide academic counseling and advisement for facilitating learning, retention and student success.

COUNSELING CHAIR

GOAL 1: To carry out the duties of the counseling chair.

EOPS

GOAL 1: Provide special support and assistance to students who are handicapped by language, social and/or educational disadvantages consistent with the EOPS Program Plan approved by the Chancellor's office and the appropriate title V Regulations.

GAIN

GOAL 1: For GAIN designated students to participate in a structured self-esteem enhancement program resulting in increased confidence, higher retention and reduced absenteeism.

GOAL 2: For GAIN Vocational Education students to receive academic advisement and monthly counseling pertaining to academic progress and personal issues which may impede progress.

GOAL 3: For GAIN students enrolled in ESL to demonstrate satisfactory progress as measured by designated CASAS instruments.

INTERNATIONAL STUDENTS

GOAL 1: To provide Counseling and special orientation, courses, seminars, and activities, to assist International Students in educational and cultural transition.

GOAL 2: To continue awareness and knowledge of cross-cultural issues via conferences, publications, seminars, and personal contact.

GOAL 3: To improve communication within International Student program and the other related faculty, and Student Services (3.3. Transfer Center)

JTPA TRAINING

GOAL 1: For students enrolled in JTPA Vocational Training Programs to complete classroom training at Rancho Santiago Community College, get a full-time job and remained employed for at least 3 months.

LINKAGES ASSESSMENT BATTERY - OC

GOAL 1: Provides aptitude, interest, personality and values assessment and interpretation to assist students in their educational and career planning.

NEW HORIZONS - ADVANCE

GOAL 1: Provide follow-up counseling for vocational education students under academic probation.

GOAL 2: On-going counseling for vocational education eligible students.

GOAL 3: Recruit non-credit students from Valley High School/Centennial Education Center Evening Program to RSC.

NEW HORIZONS - ECLOSION

GOAL 1: For students enrolled within Eclosion Program to transfer on to Chapman College and earn B.A. in Liberal Arts/Bilingual Education.

NEW HORIZONS - NON-TRADITIONAL/GENDER EQUITY

GOAL 1: Infuse proven techniques for recruiting and retaining non-traditional vocational students creating gender balance programs.

NEW HORIZONS - OLDER ADULT COUNSELING AND EDUCATION

GOAL 1: To encourage, support and facilitate life-long learning and transitioning among older adults as well as educating the community and RSC staff regarding older adult issues and needs.

NEW HORIZONS - RE-ENTRY PROGRAM

GOAL 1: To ease and facilitate the transition and success of re-entry students into an academic system.

NEW HORIZONS - SINGLE PARENT/HOMEMAKER/DISPLACED HOMEMAKERS IN VOCATIONAL PROGRAMS

GOALS 1: To ensure easy access and retention of single parents/homemakers/and displaced homemakers in vocational programs.

NEW HORIZONS - TUTORIAL

GOAL 1: Provide limited english proficiency, academically and/or financially disadvantaged vocational and pre-vocational students with specialized instructional support.

ORANGE ADULT LEARNING CENTER

GOAL 1: To develop registration procedures - relating to enrollment, assessment and placement.

GOAL 2: To develop registration procedures - petition students.

GOAL 3: To develop a "Team Meeting" Support Service for Continuing Education HSS, ABE and ESL Programs.

GOAL 4: To develop a Career/Life Planning course for the Continuing Education High School Subjects Curriculum.

GOAL 5: To organize and administer a program to bolster class enrollment/attendance in the High School Subjects Program at the Orange Campus.

ORANGE CAMPUS

GOAL 1: To develop and organize Counseling Center programs, activities, physical facilities, and resources as they relate to all counseling functions including transfer center activities.

GOAL 2: To organize and administer Staff Development Programs for counselors and suppport staff.

GOAL 3: To expand and maintain a Matriculation Program for area high schools and for Orange Campus students who intend to transfer to a four-year college.

GOAL 4: To expand the Orange Campus retention program.

GOAL 5: To expand the Orange Campus Placement Testing Program and Educational and Career Assessment Program Capability.

GOAL 6: Student retention/matriculation - Pre-collegiate Basic Skills classroom presentations.

PSYCHOLOGICAL SERVICES PROGRAM

GOAL 1: Organize and administer a psychological services program for Rancho Santiago Community College students and staff.

STUDENT SERVICES - COUNSELING

GOAL 1: Expand and maintain a retention program for students enrolled in Certification/ Vocational/Regular AA Degree Program that will result in a decreased drop rate.

TRANSFER CENTER

GOAL 1: Increase student awareness of transfer as a function of the educational process.

SECTION 11

COUNSELING DEPARTMENT SPECIALTY AREAS
DELIVERY SYSTEM

EOPS	EARLY DECISION PROGRAM	MATRICULATION
Delivery System	**Delivery System**	**Delivery System**
1.0 Personal counseling 1.1 Educational advisement 1.2 Career counseling 1.3 Financial Aid Workshops 1.4 Tours & field trips to departments and area educational institutions 1.5 Staff Development Programs 1.6 Semester schedules/ college catalogs 1.7 Student Planning Guides	1.0 Placement testing at area high schools 1.1 Orientation sessions at area high schools after testing 1.2 Educational counseling 1.3 Posters at area high schools 1.4 Small group instruction 1.5 Individual educational advisement 1.6 Staff Development Programs 1.7 Semester schedules	• Computerization of Education Plan • Follow-up counseling - probationary students • Follow-up counseling for undecided students • Follow-up counseling for basic skills students • Educational plan with undecided students 1.0 Personal counseling 1.1 Educational counseling/ advisement 1.2 Staff Development Program 1.3 Semester schedules/ college catalogs 1.4 Student Planing Guides 1.5 Counseling 100 1.6 Counseling 111

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COUNSELING DEPARTMENT SPECIALTY AREAS
DELIVERY SYSTEM

ORANGE ADULT LEARNING CENTER HIGH SCHOOL SUBJECTS/ GED/ABE/ESL	ADULT CONTINUING EDUCATION	ADULT CONTINUING EDUCATION HIGH SCHOOL SUBJECTS AND LEARNING SKILLS PROGRAM ABE/ESL
Delivery System	**Delivery System**	**Delivery System**
1.0 Staff Development - Workshops 1.1 Staff Team Meetings - Case Studies 1.2 Flyers/Brochures 1.3 Personal Counseling 1.4 Educational Counseling 1.5 Career Counseling 1.6 Classroom Visitations 1.7 Complete Credit Evaluation Form 1.8 Student Registration and Orientation a) ABE b) High School Subjects c) GED 1.9 Student Assessment and Placement	1.0 Consultation with Staff Regarding Student Progress 1.1 Letters to Students 1.2 Completed Student Transcript Evaluation Forms 1.3 Flyers/Posters 1.4 Mini Career Center 1.5 Career Planning Class 1.6 Personal/Career/ Educational counseling 1.7 Student Interventions Process/Form 1.8 Classroom Orientation 1.9 Assessment & Placement Testing 2.0 Student Referral to: a) Access b) New Horizons c) EOPS d) JTPA e) GAIN & Linkages f) Community Mental Health Agencies g) R.O.P.	1.0 Flyers/Brochures 1.1 Counselors' Evaluation Form - Previous High School 1.2 Educational Counseling 1.3 Career Counseling 1.4 Mini Career Center a) Eureka System 1.5 Assessment and Class Placement 1.6 College Catalog 1.7 Continuing Education Class Schedule 1.8 Classroom Presentation 1.9 High School Visitation a) Career Day b) Senior Day 2.0 Graduation - Video ABE/ESL

COUNSELING DEPARTMENT SPECIALTY AREAS
DELIVERY SYSTEM

GAIN	JTPA	INTERNATIONAL STUDENTS
Delivery System	**Delivery System**	**Delivery System**
1.0 Orientation with Groups 1.1 Individual Counseling a) Personal b) Career c) Educational Planning Form 1.2 Seminars/Workshops a) Goals - • Personal • Career • Educational b) Program Orientation 1.3 GAIN Student Handbook 1.4 College Handbook 1.5 Student Follow-up 1.6 Letters to Students' Homes 2.0 Crisis Referral System 2.1 Advocate for: a) Housing b) Welfare c) Medical Services d) Legal Problem 2.2 Staff Development 2.3 Consultation with Outside Referral Agencies	1.0 College Catalog/Student Planning Guide 1.1 Flyers/Posters/Newspapers a) Community & College 1.2 Job Fairs 1.3 JTPA Orientation 1.4 T.V. Presentation 1.5 Radio Commercials 1.6 Job Placement 1.7 Job Search Seminars 1.8 Recruitment in Certified Nursing Assistant Classes 1.9 Office Technology Class and CEC Marquee Advertisement of JTPA 2.0 Staff Development Presentations	1.0 Semester - Schedule 1.1 Application Workshop 1.2 Orientation & Placement Workshops 1.3 College Catalog 1.4 Student Planning Guide 1.5 Classroom Presentation 1.6 Counseling 116 1.7 Follow-up Counseling 1.8 Counseling: a) Educational b) Personal c) Career 1.9 Staff Development for Counselors

COUNSELING DEPARTMENT SPECIALTY AREAS
DELIVERY SYSTEM

TRANSFER CENTER SAC - ORANGE	ACCESS	
Delivery System	**Delivery System**	**Delivery System**
1.0 Flyers/Brochures 1.1 Seminars/Workshops 1.2 Staff Development Workshops 1.3 Student Planning Guide 1.4 College Catalogs 1.5 Educational Counseling 1.6 College Visitations and Programs 1.7 Counseling Classes 1.8 Four-year college application forms	1.0 Personal/Career/Educational Counseling and Advisement a) Individual b) Group 1.1 Student Planning Guide 1.2 College Catalog 1.3 Flyers/Posters 1.4 Classroom Presentations a) High School Subjects Program b) ABE Program c) ESL classes Intermediate II & III d) Reading classes 1.5 Application Process 1.6 Orientation to College N45 classes 1.7 Basic Subject Courses a) English N60 b) Math N05 c) Reading N90A 1.8 Reading Techniques for college success for Continuing Education students 1.9 Outreach Program to promote Access Program	

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COUNSELING DEPARTMENT SPECIALTY AREAS
DELIVERY SYSTEM

PERSONAL COUNSELING SERVICES	ORANGE CAMPUS	ARTICULATION - 4 YR. COLLEGES
Delivery System	**Delivery System**	**Delivery System**
1.0 Individual and Personal Counseling 1.1 Personal Counseling - Group 1.2 Skill Development Workshops/Seminars a) Personal Development 1.3 Counseling 120 - Assertive Self Development 1.4 Crisis Intervention Team a) Faculty b) General Staff c) Student Health & Wellness Center d) Campus Security 1.5 Psychology Intern Program 1.6 Staff Psychologist 1.7 College Catalog 1.8 College Health Service Flyers **STAFF** 2.0 Staff Development a) Recognizing emotional stress in student and staff b) Child Abuse Laws c) Psychological Services-Counselors/Staff	1.0 Educational/Career/ Personal Counseling a) Individual b) Group c) Classroom 1.1 Flyers/Posters/Memos to Staff and Students 1.2 Early Decision Program for entering freshmen a) Orientation b) Assessment c) Advisement/Placement 1.3 Classroom Presentations 1.4 Orientation/assessment and placement of older adults 1.5 Career Center Resources a) Equipment b) Written materials c) Computer services d) Video/Tapes/Films e) Financial Aid Materials f) Job Placement Center 1.6 Transfer Center Materials & Counseling 1.7 Career Assessment & Planning a) Meyers/Briggs b) COPS c) Strong Campbell d) Values Scale e) DAT f) GATB 1.8 Assessment & Interpretation **STAFF** 2.0 Staff Development Programs for full and part-time counselors	1.0 Flyers/Brochures/Memos to Students and Counselors 1.1 Articulation Forms and Course Transfer Lists 1.2 ZOT Program Forms 1.3 CSU Certification Forms 1.4 Private college GE lists 1.5 Student Planning Guide 1.6 Staff Development a) Articulation update b) IGETC & other Transfer Programs 1.7 Eureka describes careers & colleges that offer related majors

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COUNSELING DEPARTMENT SPECIALTY AREAS
DELIVERY SYSTEM

NEW HORIZONS - ADULT RE-ENTRY	NEW HORIZONS - TUTORIAL	CAREER PLANNING CENTER
Delivery System	**Delivery System**	**Delivery System**
1.0 Flyers/Posters 1.1 Orientation Sessions 1.2 College Catalog 1.3 Workshop	1.0 Personal tutoring session with Vocational Students 1.1 Small group tutoring 1.2 Math Lab/Computer Lab 1.3 Classroom tutoring and interpretation 1.4 Class tutoring at CEC in Basic Skills 1.5 Flyers 1.6 Semester class schedule	1.0 Career Center Tours/Orientation 1.1 College Catalog 1.2 Student Planning Guide 1.3 Financial Aid Information 1.4 Career World 1.5 Occupational Outlook Handbook 1.6 College Application Forms 1.7 CAL Occupational Guide 1.8 Computerized Services a) Eureka Occupational Program b) Financial Aid Information c) Job Search d) College Majors e) View occupational & Educational files 1.9 Flyers/Brochures/ Newspapers 2.0 SAC marquee 2.1 Classroom presentation in freshmen classes 2.2 Staff Orientations 2.3 Bulletin Boards 2.4 Audio-Visual Materials

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COUNSELING DEPARTMENT SPECIALTY AREAS
DELIVERY SYSTEM

ASSESSMENT CENTER	ACCESS	CAREER ASSESSMENT - LINKAGES
Delivery System	**Delivery System**	**Delivery System**
1.0 Flyers/Brochures A) Testing Schedule 1. CEPT 2. CBAPT 3. Math 4. Semester Class Schedule 5. Orientation & Advisement 1.1 Make-up testing for Instructional Program 1.2 Placement and Orientation Testing at area high schools 1.3 Student Planning Guide 1.4 Semester Class Schedule 1.5 Workshops for Counseling Staff 1.6 Self-Paced Computerized Testing 1.7 SAC catalog		1.0 Flyers/Brochures 1.1 Classroom Workshops/Seminars 1.2 Individual & Group Testing a) Aptitudes b) Interests c) Personality d) Values 1.3 Individual & small group and classroom tests/inventory interpretation 1.4 Staff Development - Individual and group 1.5 Interactive T.V. Assessment Programs a) In class

COUNSELING DEPARTMENT SPECIALTY AREAS
DELIVERY SYSTEM

NEW HORIZON GENDER EQUITY NON-TRADITIONAL CAREERS	NEW HORIZON DISPLACED HOMEMAKER SINGLE PARENT	NEW HORIZON ADULT PROGRAM
Delivery System	**Delivery System**	**Delivery System**
1.0 College Catalog 1.1 Flyers/Brochures 1.2 Letters to Students 1.3 Workshops for students in non-traditional majors 1.4 Computer assisted gender equity imbalance lists 1.5 Personal Counseling a) Careers b) Education Plans 1.6 Posters 1.7 Outreach Programs a) High schools b) Community based organization 1.8 Tutoring a) Vocational b) Basic Skills/ Pre-Collegiate Skills 1.9 Book Loan Program 2.0 Financial Aid Counseling 2.1 Job Search Assistance	1.0 College Catalog 1.1 Flyers/Brochures 1.2 Letters to students 1.3 Workshops 1.4 Single Parent Survival Kit Series Workshop 1.5 Posters 1.6 Personal Counseling a) Careers b) Educational 1.7 Outreach a) Local Teen Parents Programs b) Community Based Organizations 1.8 Tutoring A) Vocational b) Basic Skills c) ESL 1.9 Financial Aid Counseling 2.0 Classroom presentation to consumer education students 2.1 Book Loan 2.2 Job Search Assistance 2.3 Community Resource Referrals 2.4 Single Parent Club	1.0 Catalog 1.1 Flyers/Brochures 1.2 Workshops 1.3 Posters 1.4 Outreach a) Community Presentations b) Community Advisory Board c) Radio Commercials 1.5 Monthly Needs Letter 1.6 Administer Older Adult Scholarship 1.7 Classes a) Counseling 120 b) Counseling 115 c) College Survival Skill Seminars (6 wks) d) Durable Power of Attorney Seminar e) Self Development - Personality Type f) Support group for adult children for toxic parents 1.8 Personal counseling a) Career b) Educational 1.9 Welcome Back Program 2.0 Coordinates day and extended trips for seniors 2.1 Bi-Annual Older Adult Day 2.2 Senior Volunteer Program a) Cancer Society b) Health Fair 2.3 Weekly Seminars a) Topics vary

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SECTION 12

GLOSSARY OF TERMS

1. **Baseline (Outcomes) Objectives:** Refers to a program/treatment that All Students must receive.

2. **Counselor Accountability Contract:** A written agreement between a program manager, a counselor or counselor team, to work toward the completion of agreed upon goals and/or objectives during a specified time frame.

3. **Counselor/Manager Work Plans (Activities):** Overall strategy and actions needed to achieve outcomes/objectives designed and carried out by the counselor or counselor team responsible for completing the objective.

4. **Department Goal:** A statement of broad direction, general purpose, or intent which is general and timeless and is not concerned with a particular achievement within a specified time period.

5. **Domain:** Content areas of human growth and development from which student competencies are drawn. Counseling activities and resources designed to assist students to achieve these competencies are organized accordingly.

6. **Evaluation:** Staff driven, for the purpose of program development, growth, and improvement. In this Objective Free System, results of counselor efforts are collected and evaluated by counselors with minimal administrative supervision.

7. **Need:** The difference between What Is and what a program Should Be.

8. **Objective Free Model:** Refers to a program Development and Evaluation system that requires participants to establish goals, identify student and staff competencies (outcomes), develop work plans, and report and evaluate results.

9. **Outcome:** Identified competency a client should have as a result of instruction provided in a workshop, class seminar, orientation session or counseling session.

10. **Program Based Needs Assessment:** A series of needs statements developed by teachers, community representatives, counselors, students and administrators designed to identify and rank student Needs as seen from all segments of the population.

11. **Program Goal:** Generally based on Needs Assessment results. Describes what the counselor does to accomplish student/staff objectives and/or desired outcomes. Example: Organizes and conducts career planning programs, financial aid seminars and college orientation programs for continuing students and potential students.

12. **Selected Student:** Refers to a student(s) who have either "self referred" or who have been referred by staff because of special needs. Example: personal counseling, financial aid, career guidance.

SECTION 13

PROGRAM DEVELOPMENT WORKSHEET

APPLIED ARTS/SCIENCE COUNSELOR

DOMAIN
___ EDUCATION
___ CAREER
___ SOCIAL\PERSONAL

GOAL: TO PROVIDE COUNSELING SERVICES TO STUDENTS IN APPLIED ARTS/SCIENCE

FACULTY/STUDENT OUTCOME	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 To provide to Applied Arts and Science Faculty knowledge of Counseling Staff and services they provide	1.0 Letter to faculty in Applied Arts/Sciences. Meet with faculty both full/part-time at their annual meeting fall/spring	1.0 Applied Arts/Science students, Fire Tech, Nursing Nutrition Catering Legal Asst. Human Develop. Fashion Design	1.0 By the 1st duty day in fall/spring	1.0 B. Cotton		
1.1 Set goals for the year	1.1 Meet with Dean Dona Picard and Mary Halvorson			1.1 B. Cotton		
1.2 Provide educational plans for the Department	1.2 Revise and get printed for faculty distribution in their classroom educational plans			1.2 B. Cotton		
1.3 To provide information on AA/transfer requirements	1.3 Visit all Fire Tech 101, Legal Asst. 030 and Human Development classes and provide information on AA & transfer requirements	1.3 457 students		1.3 B. Cotton I. Rotcher		
1.4 Provide information to potential Fire Tech/Nursing students	1.4 Organize orientations 4 times a month (2 at night) 2 in the day)	1.4 300 students		1.4 B. Cotton I. Rotcher		
1.5 Provide probationalry students in C.J., Legal Assistant, Fire Tech/Nursing Cousneling services	1.5 Get a list of students on probation from Admissions; letters sent to students	1.5 37 students		1.5 B. Cotton I. Rotcher E. Boggus		
1.6 Provide transfer information to potential teachers	1.6 Visits to teacher aides in Santa Ana School District at their meetings 4 times a year	1.6 150 students		1.6 B. Cotton E. Boggus		
1.7 AA/transfer information to all cosmetology students	1.7 Visit all 4 cosmetology schools serving RSC students	1.7 150 students		1.7 B. Cotton		
1.8 In-Service on ethnic/cultural differences between Mexican/Chicano Vietnemese cultures	1.8 All 4 cosmetology schools	1.8 150 students		1.8 B. Cotton T. Pham		
1.9 Provide AA/transfer information to C.J. Academy graduates	1.9 Visit C.J. Academy	1.9 60 students		1.9 B. Cotton		

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

CENTENNIAL EDUCATION CENTER

GOAL: To disseminate information about the educational programs and counseling services at CEC.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Students become aware and informed about the educational programs and counseling services available to them.	1. Displays information materials on topics such as: a. ABE, ESL & H.S. program b. Career Center c. Child Care d. Financial Aids e. Job Training Prog. ROP, JTPA GAIN f. Learning Disabilities Prog.	1. CEC students and community	1. Determined by the availability of materials.	1. Counselors and assistants	1. CEC student areas	
2. Student clarifies information gathered from displays and handouts.	2. Class visitations to orient students to programs & services at CEC & RSC.	2. CEC students	2. Arranged	2. Counselors	2. Classrooms	
3. Students informed about issues.	3. Workshops and seminars on topics relevant to students needs and interests	3. CEC students	3. Arranged	3. Counselors	3. Arranged	
4. Actual referral and guidance of student.	4. Compile a directory or list of community agencies for student referral	4. CEC students		4. Counselors		

Situation:

PROGRAM DEVELOPMENT WORKSHEET

CENTENNIAL EDUCATION CENTER

GOAL: To facilitate entrance into the High School program by providing assessment and individual counseling.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Understanding of students' goals and objectives	1. In-take interview for filling out student information sheet and registration form.	1. Potential Students	1. Office hours 8am-9pm	1. Counselor Assisstant	1. B-100	
2. Recommend appropriate placement by counselor	2. Placement test given to students	2. Applicants from the community	2. Per testing schedule	2. Counseling assistant	2. B-103 B-109	
3. Counselor recommends an educational plan	3. Counseling session with test interpretation, credit evaluation, program planning and classroom policy orientation.	3. Applicants from the community	3. By appointment and walk-in	3. Counselors	3. Counselors office	
4. Student completes registration process	4. Student registers for classes	4. Applicants from the community	4. Office hours 8am-9pm	4. Admissions staff	4. Admissions office A-100	

Valuation:

PROGRAM DEVELOPMENT WORKSHEET

CENTENNIAL EDUCATION CENTER

GOAL: To prepare students for graduation and to articulate effective follow-up to college admission or other.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Generates a general list of potential graduates.	1. Review of student files to identify students with less than 50 credits to graduation	1. Potential graduates	1. Nov. - Dec. of each academic year	1. Counseling staff	1. B-104	
2. Reinforce students academic progress in anticipation of graduation	2. Letters sent out to potential graduates advising them to review their educational program with their counselor	2. Potential graduates	2. Dec. 10-20	2. Counseling assistants	2. B-014	
3. Verification of CREDITS NEEDED for graduation	3. Counseling session for credit evaluation date.	3. Potential graduates	3. Spring semester	3. Counselors	3. Counselors office	
4. Establish a pool of final graduating candidates	4. Preparation of graduation packet to send to graduating candidates providing information about picture taking, ordering the cap & gown and the graduation ceremony	4. Potential graduates	4. April	4. Counseling assistants	4. B-104	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

CENTENNIAL EDUCATION CENTER

GOAL: _____

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
5. Confirmation of participation in the graduation ceremony, evaluation of students educational experiences at CEC and projection of students educational or career plans.	5. Counseling session to confirm participation in the graduation ceremony and to assess individual needs and career plans. To plan accordingly for the ACCESS program, RSC placement tests and others.	5. Graduating Student	5. May-June	5. Counselors	5. Counseling Office	

Evaluation: _____

PROGRAM DEVELOPMENT WORKSHEET

CENTENNIAL EDUCATION CENTER

GOAL: To provide personal counseling and referral to service agencies appropriate to the needs of students

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Clarification of student problems	1. In-take interview	1. Student with personal problems	1. Walk-in/ appointment	1. Counselors	1. Counselors office	
2. Attention given to students concern	2. Counseling session to plan a course of action in the solution of students problem. Referral recommended, if necessary.	2. H.S. student	2. Appointment	2. Counselors	2. Counselors office	
3. Students informed about issues on personal development.	3. Workshops, seminars and video presentations on topics related to improving personal and social adjustments of students	3. H.S. students	3. Arranged time	3. Counselors	3. Assigned room	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

CENTENNIAL EDUCATION CENTER

GOAL: To provide academic counseling and advisement for facilitating learning, retention and student success.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Adjustment of student schedule of classes	1. Moniforming student progress through add/drop procedures and course challenges.	1. H.S. Students	1. Walk-in/ appointment	1. Counselors	1. Counselors office	
2. Pemediation and student retention	2. Counseling students with academic problems	2. Self-referred students and those referred by instructors	2. Appointment	2. Counselors	2. Counseling office	
3. Follow-up of student progress	3. Counseling session for credit evaluation and up-date.	3. H.S. Students	3. Appointment	3. Counselors	3. Counselors office	
4. Articulation with other programs at RSC	4. Academic counseling by EOPS, New Horizons and ACCESS program representatives	4. H.S. Students	4. Arranged time	4. Counselors	4. Assigned room	
5. Students informed about scholarships and financial aids.	5. Display and distribute scholarship application and financial aids packet.	5. Graduating Student	5. Feb.-June	5. Counselors	5. Counseling Center	
6. Closure of student file	6. Counseling session for final evaluation of credits and for graduation petition.	6. Graduating student	6. Appointment	6. Counselors	6. Counselors office	

Valuation:

PROGRAM DEVELOPMENT WORKSHEET

CENTENNIAL EDUCATION CENTER

GOAL: To provide career assessment, career exploration and career counseling to CEC students

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Career needs are idenified	1. Career needs survey administered in the class room	1. ABE & H.S.students	1. Second week of classes	1. Counseling assistant or Career Technician	1. Appropriate Classroom	
2. Generate student interest on issues	2. Career workshops and video seminars presented	2. CEC students	2. Arranged time	2. Counselors	2. Assigned room	
3. Students identify their career potential	3. Career assessment measurment of interest, skills, values and personality traits	3. CEC students	3. Arranged time	3. Career Technician	3. Career Center	
4. Student understands various career options available	4. Career Exploration students study the characteristics of various jobs, requirements, trends and advancement from Eureka and other resources at the Career Center	4. CEC students	4. Arranged time	4. Career Tech.	4. Career Center	
5. Student learns the process of career decision making & career educational planning	5. Career Counseling students develop a career education plan after analyzing their personal & occupational profiles	5. CEC students	5. Arranged time	5. Counselors	5. Counselors office	

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PROGRAM DEVELOPMENT WORKSHEET

COUNSELING CHAIR

DOMAIN
___ EDUCATION
___ CAREER
___ SOCIAL\PERSONAL

GOAL: TO CARRY OUT THE DUTIES OF COUNSELING CHAIR-

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Communicate dates/times and agenda for weekly meetings	1.0 Weekly agenda; send to full and part-time counselors	1.0 Counseling Faculty	1.0 Weekly	1.0 B. Cotton		
	1.1 Have Counselors prioritized and choose what they want on agenda	1.1 Counseling Faculty	1.1 2 X a year	1.1 B. Cotton		
2.0 Complete a yearly calendar	2.0 Organize a calendar with various due dates for schedules, birthdays, etc.	2.0 Counseling Faculty	2.0 To be given at our 1st meeting in August	2.0 B. Cotton		
3.0 Complete a list of Counselors and their Specialty Areas	3.0 Revise and distribute list to all full/part-time Counselors	3.0 Counseling Faculty	3.0 Distribute at first meeting	3.0 B. Cotton		
4.0 Conference budget for each Counselor	4.0 Sit down with L. Stedman to divide the money equally	4.0 Counseling Faculty	4.0 Distribute by 2nd meeting	4.0 L. Stedman B. Cotton		
5.0 Develop Goals for Counseling	5.0 Present Program Development Model to Counselors	5.0 Counseling Faculty	5.0 First 2 mtgs. in September	5.0 B. Cotton E. Fillmore		
6.0 Keep up with Student Services	6.0 Attend Student Service Meetings	6.0 Student Services Dean & Counseling Dept. Chair	6.0 Once a month	6.0 B. Cotton		
6.1 Communicate with Dean	6.1 Weekly meeting with L. Stedman	6.1 Same as 6.0	6.1 Wednesday meeting	6.1 B. Cotton		
6.2 Communicate with other program leaders	6.2 Attend Program Leader Meetings	6.2 Program Leaders & Dept. Chair	6.2 Thursday meeting	6.2 B. Cotton		
7.0 Hire new sabbatical and part-time replacements	7.0 • Paper screen • Prepare questions • Interviews • Follow up	7.0 Dept. Chair, Student Services Dean & Interview Committee	7.0 Various Dates from Sept. to Dec.	7.0 B. Cotton & Interview Committee		
8.0 Organize a Task Force for FSA's and equivalencies	8.0 Get dates for meetings/rooms and organize a committee	8.0. Counseling Dept. Chair & Committee	8.0 April - May	8.0 B. Cotton Academic Senators		

Evaluation: 74 82

PROGRAM DEVELOPMENT WORKSHEET

EOPS

GOAL: Provide special support and assistance to students who are handicapped by languge, social and/or educational disadvantages consistent with the EOPS Program Plan approved by the Chancellor's office and the appropriate title V Regulations

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Student will be empowered to make full use of the resources offered in higher education	1.0 30 minute counseling appointments	1.0 All EOPS students	1.0 During 6 semester tenure	1.0 EOPS Counselor	1.0 EOPS Office	
1.1 Students will transfer, receive A.A. and/or vocational certificate	1.1 Referral to existing resources: TLC, Transfer Center, Career Center	1.1 All EOPS Students	1.1 During 6 semester tenure	1.1 RSC Staff	1.1 RSC	
1.2 Student will follow a current Ed. Plan	1.2. Write Ed. Plan	1.2 All EOPS Students	1.2 During 6 semester tenure	1.2 RSC Counselors	1.2 RSC	
1.3 Student will have one counseling contact per semester	1.3 30 minute counseling appointments	1.3 All active EOPS students	1.3 One 30 min. session during semester	1.3 EOPS Counselor	1.3 EOPS Office	
1.4 Student will progress though academic program	1.4 Follow Ed. Plan	1.4 All EOPS Students	1.4 During 6 semester tenure	1.4 RSC Staff	1.4 RSC	

Evaluation:

Program log

PROGRAM DEVELOPMENT WORKSHEET

EOPS

GOAL: Provide special support and assistance to students who are handicapped by language, social and/or educational disadvantages consistent with the EOPS Program Plan approved by the Chancellor's office and the appropriate Title V Regulations.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Counselor will see students a minimum of once a semester	1.0 30 minute counseling appointments	1.0 All EOPS students	1.0 During semester	1.0 EOPS Staff RSC Counselor	1.0 RSC	
1.1 Counselor will write Ed. Plan	1.1 Counseling appointments or workshops/Ed. Plan revision appointments	1.1 All EOPS students	1.1 At the beginning of EOPS tenure and during as needed	1.1 RSC Counselor	1.1 RSC	
1.2 Staff will review and interpret Title V Regulations applicable to EOPS	1.2 Develop and implement programs to meet Title V Requirements	1.2 RSC Staff and EOPS	1.2 Ongoing	1.2 EOPS Staff	1.2 RSC	
1.3 Develop clear and effective methods and techniques for working with under-represented students and the culture of poverty	1.3 Appropriate programs	1.3 EOPS Staff RSC Staff EOPS Students	1.3 Ongoing	1.3 EOPS Staff	1.3 RSC	

Evaluation:

Program Goal

PROGRAM DEVELOPMENT WORKSHEET

FRONT DESK REORGANIZATION

GOAL: TO ORGANIZE AND MAINTAIN A FRONT DESK MANAGEMENT SYSTEM THAT WILL INSURE PROPER COVERAGE IN THE COUNSELING CENTER. ACCURATE INFORMATION BEING DISPENSED TO STUDENTS AND STAFF AND PROPER INTAKE PROCEDURES BEING UTILIZED

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Completed front desk coverage plan	1.0 Meet with counseling center staff and get input 1.1 Meet with District and design front desk coverage plan	1.0 Counseling Center Staff	1.0	1.0 L. Stedman B. Cotton	1.0 SA Campus Counseling Ctr	
2.0 Proper intake procedures used and accurate information dispensed to students and staff	2.0 Meet with counseling center and get input relating to the variety of questions and situations they encounter at the front desk	2.0 Counseling Center Staff	2.0	2.0 L. Stedman B. Cotton	2.0 SA Campus Counseling Ctr	
	2.1 Collect all relevant information and place in notebook	2.1 Counseling Center Staff	2.1	2.1 L. Stedman B. Cotton	2.1 SA Campus Counseling Ctr	
	2.2 Set up staff development sessions for front desk staff	2.2 Counseling Center Staff	2.2	2.2 L. Stedman B. Cotton	2.2 SA Campus Counseling Ctr	
	2.3 Monitor front desk staff activities one-on-one and during work time	2.3 Counseling Center Staff	2.3	2.3 L. Stedman B. Cotton	2.3 SA Campus Counseling Ctr	

Evaluation:

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PROGRAM DEVELOPMENT WORKSHEET

GAIN Program

GOAL: For GAIN students enrolled in ESL to demonstrate satisfactory progress as measured by designated CASAS instruments.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. ESL students will demonstrate 5 point increase on CASAS achievement tests, in Listening and Reading.	1. Enrolled students will be tested quarterly.	1. GAIN ESL students	1. Continuous	1. Pam Barr/ Facilitator; Jean Martin/ Proctor	1. AEC room 109	
2. ESL students not demonstating 5 point increase will be evaluated for continued participation in GAIN ESL classes.	2. Progress reports will be prepared and evaluated.	2. Same as above	2. Continuous	2. Pam Barr	2. AEC	
3. Exit recommendations will be presented for students not making satisfactory progress on tests and in classroom performance.	3. Conference with Social Services Case Managers.	3. Social Workers/ Dept. of Social Services	3. As needed	3. Pam Barr	3. AEC	

Evaluation:

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PROGRAM DEVELOPMENT WORKSHEET

GAIN Program

GOAL: For GAIN designated students to participate in a structured self-esteem enhancement program resulting in increased confidence, higher retention and reduced absenteeism.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. ABE/GED students will express positive self regard pertaining to personal and educational goals.	1. GOALS Program	1. ABE/GED students enrolled in GAIN.	1. Wed. 9:30-11:00 am 11/13; 11/20; 11/27; 12/4; 12/11; 12/18; 1/15; 1/22; & 1/29	1. Coordinate: Pam Barr Group Leader: Don Lee Julie Farivar Paula Oliva	1. AEC room 104	
2. ABE/GED students enrolled in GOALS will demonstrate improved attendance.	2. Attendance tracking	2. Same as above.	2. Daily	2. Pam Barr	2. AEC room 104	
3. ABE/GED students enrolled in GOALS will reach designated educational goals.	3. Monitor test results.	3. Same as above.	3. Monthly	3. Pam Barr	3. AEC room 104	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

GAIN Program

GOAL: For GAIN Vocational Education students to receive academic advisement and monthly counseling pertaining to academic progress and personal issues which may impede progress.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Post-Assessment Vocational Training students will be referred for academic advisement	1. Vocational students will complete placement testing.	1. Vocational Training GAIN students	1. Continuous	1. Pam Barr	1. AEC	
2. Vocational Training students will know course requirements for designated educational goal.	2. Completion of educational plan.	2. Same as above.	2. Continuous	2. Pam Barr	2. AEC	
3. Academic advisement and registration assistance will be provided each semester.	3. Vocational Training students receive assistance with registration procedure and course selection.	3. Same as above.	3. Continuous	3. Pam Barr Angela Perez	3. AEC	

Evaluation:

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PROGRAM DEVELOPMENT WORKSHEET

INTERNATIONAL STUDENTS

GOAL: 1. To provide Counseling and special orienation, courses, seminars, and activities to assist International Students in educational and cultural transition.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Knowledge of Higher Education in the US	CSL 116 & New Student Orientation	New & Continuing Students	Each Semester	International Student Counselors	RSC	Special Adaptation to F-1 Students
2. Orientation, Educational Goal & Plan & Course Selection.	Orientation New Student & Advisement	New Students	Each Semester	International Student Counselors	RSC	Special Adaptation to F-1 Students
3. F-1 Transfer Information & Application Procedures	F-1 Transfer Workshops (UC & CSU), CSNL 116	Transfer Students	Each Semester	International Student Counselors	RSC	Special Activities for F-1 Students
4. Career Life Planning	See General Counseling				RSC	
5. Personal Counseling	See General Counseling				RSC	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

ORANGE ADULT LEARNING CENTER

GOAL: TO DEVELOP A "TEAM MEETING" SUPPORT SERVICE FOR CONTINUING EDUCATION HSS, ABE AND ESL PROGAMS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. To establish an inter-disciplinary team which monitors student's progress and recommends appropriate interventions when necessary. Students are to benefit from collaborative efforts	1. Counselor facilitates weekly meetings to discuss students academic progress and/or behavioral referrals 2. Prepares agenda with programmatic and student concerns follow-up 3. Provides support services and tutoring to special needs students: a. Blind student -taping of textbooks b. LD students -Counseling, additional time with reading instructor and referrals to CEC or RSC LD services c. Students with discipline problems or lack of academic progress 1. Referrals to ALC Dean	ABE/HSS Students	Mondays 12:45-2p.m.	Counselor, ABE/ Reading Instructor ESL Facilitator and HSS Facilitator	ALC Teachers' Lounge	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

NEW HORIZONS
TUTORIAL

GOAL: PROVIDE LIMITED ENGLISH PROFICIENCY, ACADEMICALLY AND/OR FINANCIALLY DISADVANTAGED VOCATIONAL AND PRE-VOCATIONAL STUDENTS WITH SPECIALIZED INSTRUCTIONAL SUPPORT

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Students will receive specialized instructional support to assist them in their chosen field of study and ensure their retention	1. Tri-lingual Learning Specialists will work individually and on a small group basis with special needs vocational education students 2. Direct on-site assistance in vocational education classrooms and/or laboratories	Financial, educational and/or linguistically disadvantaged students	On-going	Delories Netzel Phong Nguyen and 8 Instructional Assistants	New Horizons	SUBJECT AREAS Orange Campus: Office Tech 021 Fire Academy: (Huntington Beach) Fire Tech 060/050 Santa Ana Campus: Electronics 018 Office Tech 025 Office Tech Lab 032, 035, 063 Office Tech 021 Centennial Ed. Ctr. Business Skills

Evaluation: _____

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PROGRAM DEVELOPMENT WORKSHEET

NEW HORIZONS - ADVANCE

GOAL: RECRUIT NON-CREDIT STUDENTS FROM VALLEY HIGH SCHOOL/CENTENNIAL EDUCATION CENTER EVENING PROGRAM TO RSC

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
- Provide information regarding admission and registration via VIP - Student Services Orientation - Vocational Education Counseling one-on-one and small group - Development and implementation of educational plan	Making outreach presentations to continuing education students enrolled in Valley High/ CEC school's evening program, with ultimate goal of taking leadership in coordinating a college information program during fall and spring	Vocational Education	fall/spring	Edna Jimenez Refueio Quintana		

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

NEW HORIZONS - ADVANCE

GOAL: ON-GOING COUNSELING FOR VOCATIONAL EDUCATION ELIGIBLE STUDENTS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
- Retention - Development and implementation of educational plan - Student Services orientation - Maintain satisfactory G.P.A. - Vocational education counseling one-on-one and small group	To ensure that at-risk vocational education students have access to counseling/ support services on a one-to-one and small group basis to maximize their chances of success at RSC	Vocational education	fall/spring	Edna Jimenez Refuelo Quintana		

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

NEW HORIZONS
OLDER ADULT COUNSELING AND EDUCATION

GOAL: TO ENCOURAGE, SUPPORT AND FACILITATE LIFE-LONG LEARNING AND TRANSITIONING AMONG OLDER ADULTS AS WELL AS EDUCATING THE COMMUNITY AND RSC STAFF REGARDING OLDER ADULT ISSUES AND NEEDS

NOTE: ALL SERVICES PROVIDED TO RE-ENTRY STUDENTS, PLUS:

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
OLDER ADULT STUDENTS WILL: 1. Have support in assessing and re-directing life, career goals and job-retraining 2. Have a sense of worth, a hope of fulfilling dreams and uncovering capabilities 3. Be able to understand the grief process and its impact 4. Have information on community resources and services 5. Possess a clearer picture of the aging process and gerontological theories 6. Be aware of RSC as a resource for continual life development 7. Enrollment in college programs and classes 8. Encourage and support degrees or certificate goals 9. Meeting of specilized needs and issues related to older adults	1. One-on-one career7life planning, MBTI interpretation, and in-depth counseling 2. Grief counseling regarding job and other losses 3. Inform and refer to community resources 4. Write a monthly column in the New Horizons, older adult newsletter, "The Update." 5. Give presentations and workshops in the community (outreach) 6. Pervasive throughout all activities (workshops) 7. An implemented Older Adult Scholarship ($100 per semester & a write-up and picture in Newsletter 8. Initiate & facilitate wkshp, programs, support groups, etc., such as: - Durable Power of Attorney for Health Care - Assertion Training - Support Group for Adult Children of Toxic Parents - Self-development through personality type/temperament	All older adults (55+)	On-going all year 8. Vary from 1 to 6 wks in usually 2 hr sessions	Gloria Davenport	SAC and throughout county Activity 4/5 Senior Ctrs. & other community facilities	

Evaluation:

NOTE: RSC has become a leader in older adult education in the community, so the program reaches far beyond students just enrolled in classes.

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PROGRAM DEVELOPMENT WORKSHEET

NEW HORIZONS
OLDER ADULT COUNSELING AND EDUCATION

GOAL: TO ENCOURAGE, SUPPORT AND FACILITATE LIFE-LONG LEARNING AND TRANSITIONING AMONG OLDER ADULTS OW WELL AS EDUCATING THE COMMUNITY AND RSC STAFF REGARDING OLDER ADULT ISSUES AND NEEDS

COMMUNITY AND RSC	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
ADMINISTRATION/FACULTY/STAFF EDUCATION						
. Coordination and awareness of older adult programs at RSC	. Initiate and conduct RSC in-house Older Adult Coordinating Committee		Throughout the semester	Gloria Davenport	SAC & Community	
. Assessment of older adult needs	. Plan and conduct community needs assessment meeting regarding prospective older students					
. Attunement and knowledge of current legislation, trends, public policy, and theories regarding aging and gerontology	. Attend conferences, workshops, seminars . Member Orange Co. Aging Network. (monthly "Roundtable" meetings) . Member CCEOA (Community Colleges Educators of Older Adults) . Give speeches throughout Orange Co. on successful aging, RSC services, etc. . Read Journals & articles regarding aging		ROUNDTABLE MTGS: 4th Tuesday 7:30 a.m.		ROUNDTABLE Orange Senior Ctr.	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

NEW HORIZONS
RE-ENTRY PROGRAM

GOAL: TO EASE AND FACILITATE THE TRANSITION AND SUCCESS OF RE-ENTRY STUDENTS INTO AN ACADEMIC SYSTEM

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
STUDENTS WILL: 1. Begin a support network 2. Have knowledge of RSC resources, services, and practices 3. Have opportunity for orientation, assessment, advisement, and registration all on same day	**WELCOME BACK** Telephone encouragement, welcome letters, packets, one-day program with lunch and matriculation, plus follow-up telephone, letter, and personal counseling	Re-entry and older new student	WELCOME BACK Friday before open registration in the fall	WELCOME BACK Gloria Davenport Ruth Babeshoff Sunshine Vidal Shirley Stoabs Staff from New Horizons Testing	SAC & OC	
1. Form a support group 2. Visit campus resources and services 3. Be acquainted with college forms and policies 4. Learn tips on study and coping skills, time management, classroom survival 5. Assess personality type/temp and learning style 6. Be acquainted with college schedule, catalog, student planning guide 7. Learn steps for developing own educational plan	**COLLEGE SURVIVAL** 6 weeks, 12 hour Workshop (no cost, no credit) For content, see Outcomes	Re-entry and new older students	First 6 weeks of each semester 1 apt., 2 hrs. per week	COLLEGE SURVIVAL Gloria Davenport	SAC Classroom & total campus	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

ORANGE ADULT LEARNING CENTER

GOAL: TO ORGANIZE AND ADMINISTER A PROGRAM TO BOLSTER CLASS ENROLLMENT/ATTENDANCE IN THE HIGH SCHOOL SUBJECTS PROGRAM AT THE ORANGE CAMPUS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. To increase enrollment in High School Subjects Program at the Orange Campus	1. Inservice new students on optional Orange Campus attendance site 2. Discuss concurrent enrollment: high school and college credit opportunities 3. Post signs in Counseling Office 4. Highlight Orange Campus in student handbook 5. Frequent communication with Orange Campus instructor a. Services available b. Course sequence for completion of a diploma					

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

NEW HORIZONS
RE-ENTRY PROGRAM

GOAL: TO EASE AND FACILITATE THE TRANSITION AND SUCCESS OF RE-ENTRY STUDENTS INTO AN ACADEMIC SYSTEM

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
STUDENTS WILL/CAN . Know how to utilize the college system and services . Enhance self-esteem, confidence and assertion/stress management and coping skills . Rebuild or develop a new life . Have better self-understanding and clarity of personal and career goals, values and needs . Have tools for self-development and personal empowerment . Have acceptance of self	. One-on-one personal, transitional, and career/life planning and in-depth counseling . One-on-one academic advisement . Assertive self-development, 3 unit class . Interpretation of assessments, instruments, e.g.: personality type/temperament and learning style	All re-entry and older adults	On-going	Gloria Davenport	New Horizons Office Classrooms Testing Ctr Career Planning Center	
. More retention in classes	. Memo to instructors offering counseling with "at risk" students . Collaboration with other sources					
. Have information on changes, trends regarding re-entry students	. Attend conferences, wkshps . Membership in POWER (Professional Organization for Women in Education & Re-entry					

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

ORANGE ADULT LEARNING CENTER

GOAL: "TEAM MEETING" - CONTINUED

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
	2. Educational contacts d. Support for Phoenix House Students 1.ALC Counselor and Phoenix House Counselor work closely to ensure success of residents enrolled in program.					
2. To encourage and acknowledge academic excellence	1. Students receive letters of praise for good grades or fulfilling educational contracts 2. Students are informed of scholarship availability					
3. To evaluate existing programs and recommend procedures to enhance efficiency	1. Revised student handbook for 1991-92 school year 2. Coordinated activities and revised curriculum to assist blind students 3. Revised numerous forms (e.g.): a. Writing Skills Sample b. Notification of subject(s) form					

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

ORANGE ADULT LEARNING CENTER

GOAL: "TEAM MEETING" - CONTINUED

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
	4. Compiled roster of students nearing graduation to monitor progress and encourage completion of credits a. Educational contract b. Progress letters c. Post tentative graduation list in classroom					
	5. Proposed research project to be coordinated with Research Department of RSC a. Predictors of success for students enrolled in HSS program b. Barriers affecting students completion of program c. Relationship between number of credits needed and successful completion of program d. Measure success rate of LD students entering HSS e. Instructional strategies and their effect on student retention		Fall 1991	Julie Slark/ ALC Staff		

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

ORANGE ADULT LEARNING CENTER

GOAL: "TEAM MEETING - CONTINUED

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
	6. Counselor coordinated with Carolyn Motokane to develop resource directory for CE students					
	7. Counselor to conduct "How to Get through High School Subjects: Nitty Gritty" inservice to encourage assertive behaviors to assist students through the HSS program		Pilot Test Winter 1992	Counselor	ALC Teachers Lounge	

Evaluation:

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PROGRAM DEVELOPMENT WORKSHEET

ORANGE ADULT LEARNING CENTER

GOAL: TO DEVELOP REGISTRATION PROCEDURES - RELATING TO ENROLLMENT, ASSESSMENT AND PLACEMENT

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
To establish registration procedures to effect appropriate placement of students in high school subjects or ABE programs.	1. Students will phone for counselor appointments 2. Students will provide unofficial transcripts of high school coursework for evaluation 3. Students will receive an orientation to ALC programs 4. WRAT word recognition test will be administered to screen students reading below 8.0 grade equivalent. Refer students to reading program 5. Credit evaluation form will be explained to students 6. Students will be enrolled in morning, evening or both sessions either attending ALC or Orange Campus 7. Students will sign Attendance Policy 8. Counselor will record each student contact and check reasons for visit	Tentative enrollees-Age 18+	Open entry/Open exit	Counselor	ALC Counseling Office	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

NEW HORIZONS
SINGLE PARENT/HOMEMAKER/DISPLACED HOMEMAKER

GOAL: TO ENSURE EASY ACCESS AND RETENTION OF SINGLE PARENTS/HOMEMAKERS/AND DISPLACED HOMEMAKERS IN VOCATIONAL PROGRAMS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Learn programs and services available for Single Parents, Homemakers and Displaced Homemakers through New Horizons a) Personal/Career Counseling b) Academic Advisement c) Book Loan d) Tutoring e) Seminars/Workshops f) Community Resource Referrals g) Personal Job Search Assistance 2. Learn educational options/ majors available at Rancho Santiago College 3. Learn additional resources available at RSC a) Financial Aid b) E.O.P.S. c) Child Development Ctr. d) CARE 4. Network with other SP/DH/H students on campus 5. Ensure student success	1. Outreach Presentation to local community-based organizations and teen parent program participants, encouraging them to continue in higher education 2. Information letter will be sent to new students who indicated on the student survey that they were interested in services available for single parents 3. Welcome Back Letter sent each semester to continuing students 4. Co-Advisor in Single Parent Club 5. Presentation of Single Parent Survival Kit Series 6. One-One and group counseling 7. Presentations to consumer education/home-ec students	Single Parents Displaced Homemakers Homemakers Vocational Students	Continuous	OUTCOMES: #1 - 5 Sunshine Vidal and Alice Hernandez ACTIVITY: #1, #7 Alice Hernandez ACTIVITY: #2 through #6 Sunshine Vidal	RSC community based organizations	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

NEW HORIZONS - ADVANCE

GOAL: PROVIDE FOLLOW-UP COUNSELING FOR VOCATIONAL EDUCATION STUDENTS UNDER ACADEMIC PROBATION

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
- Increase G.P.A. to satisfactory level - Maintain satisfactory G.P.A. - Student retention - Learn helpful resources that would help increase GPA: - Tutoring - Personal/Academic Counsel - Book Loan - Financial Aid - EOPS	- Establish high-risk factors/ profile for probationary vocational education students, implement a communication/ contact plan as appropriate, provide counseling services and follow-up	- Vocational Ed.	Fall/Spring	Edna Jimenez Refueio Quintana	New Horizons	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

International Students

GOAL: 2. To continue awareness and knowledge of cross-cultural issues via conferences, publications, seminars, and personal contact.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Awareness of the Above	Counseling Training Conference & Workshops	International Student Counselors	Ongoing	Int'l. Student Counselors	RSC	
2. Awareness of the Above	Class Activity (CSNL 116)	Students	Each Semester	Int'l. Student Counselors	RSC	
3. Awareness of the Above	Cultural announcements of activities that promote awareness (CSL 116 & individual knowledge)	Students	Ongoing	Int'l. Student Counselors	RSC	
4. Awareness of the Above	Share publications (periodicals, books, special videos, etc...)	Students/Counselors	Ongoing	Int'l. Student Counselors	RSC	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

International Students

GOAL: 3. To improve communication within International Student program and the other related faculty, and Student Services (3.3. Transfer Center)

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
Exchange knowledge & understanding of International Students on campus to facilitate teacher-student-counselor communication	Announce & make other departments aware of our need and willingness to communicate	Faculty/Counselors	Ongoing	International Counselors	RSC	
Support & foster Faculty-International Student relationships	Academic instructors be invited to International Student events	Faculty/Counselors	Ongoing	International Counselors	RSC	
Improve Student Services	Maintain by weekly meeting	International Student Office & Counselors	Ongoing	Dean of Counseling and Counselors	RSC	
Increase F-1 student population at Orange Campus	Advanced class schedule planning and sequencing of classes	Students	Each semester	Dean of Counseling and Counselors	RSC	

Evaluation:

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PROGRAM DEVELOPMENT WORKSHEET

JTPA TRAINING PROGRAMS

GOAL: For students enrolled in JTPA Vocational Training Programs to complete classroom training at Rancho Santiago Community College, get a fulltime job and remain employed for at least 3 months.

STUDENT OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. JTPA elegible students will complete vocational training programs in: a) Office Technology b) Nursing Assistant	1. JTPA elegible students will attend classroom training at Rancho Santiago College	Economically impacted or laid off individuals	Regularly scheduled class times	JTPA Counselor RSCCD Classroom Instructors	RSCCD Santa Ana Campus	
2. Students will receive assistance with books, bus tickets, child care, uniforms etc.	2. JTPA Counselor will meet with students, determine their needs and provide them with assistance.	All students enrolled through JTPA	Appointments and contacts with JTPA Counselor	JTPA Counselor	Assessment & Employment Center	
3. Students will learn principles of job hunting.	3. Plan workshops	All JTPA students	Regularly Scheduled workshops	JTPA Counselor	"	
4. Students will get a full time job.	4. JTPA Counselor will investigate job market, provide job leads, make appointments with prospective employers.	All students who finish vocational Classroom Training	Appointments and contacts with Counselor or Job Developer	JTPA Counselor Job Developer	"	
5. Students will remain employed for at least 3 months.	5. Counselor will monitor employed student for 3 months and will provide employment assistance if students become unemployed during this period.	Students who became employed	Monitored by Job Developer	JTPA Counselor Job Developer	"	

EVALUATION:

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PROGRAM DEVELOPMENT WORKSHEET

LINKAGES ASSESSMENT BATTERY - OC

GOAL: Provides aptitude, interest, personality and values assessment and interpretation to assist students in their educational and career planning.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Understand their aptitude, interest, personality and values. 2. Learn the process of Career Life Planning enabling the students to develop a focused educational and career plan.	1. Meet with Jim Bears and Emery Fillmore: -Obtain room assignment -Establish assessment and interpretation schedules 2. Create P/R materials & maps from SAC to OC 3. Assessment, Scoring, Summary Report Preparation & Interpretation 4. Install Micro Skills on OC Career Center 5. Inservice OC Counselors Assessment Interpretation of new DAT Linkages Summary Report. 6. Inservice OC Counselors & Career Center Staff on new Micro Skills.	1. Students at Orange Campus primarily & students from Santa Ana Campus upon request	1. Assessment dates & times: Jan 23 - Ap.30 -Assessment Administration Wed 12:30-9pm -DAT: 1-4:30pm 5:30-9pm -SC,,MB, & VS: 1:30-7pm -Assessment Interpretation Thur. 9-11am *Meeting with E.Fillmore & J.Bears -?date? -Install Micro skills 1/27/92	Kathy Green Emery Fillmore Leena Renaldi	1. Orange Campus B-103 A.M. (Except: 2/26 & 3/4 in B-209) Wed P.M. A-206 Assessment Interpret. Thur.A.M. 9-11 A-206	1. A supply of SC, MB & VS will be available in the OC Career Center -Assessments will be scored and a summary report prepared by A & EC -This service is subject to staff availability.

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

NEW HORIZONS
NON-TRADITIONAL/GENDER EQUITY

GOAL: INFUSE PROVEN TECHNIQUES FOR RECRUITING AND RETAINING NON-TRADITIONAL VOCATIONAL STUDENTS CREATING GENDER BALANCE PROGRAMS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. Learn programs and services available for non-traditional students through New Horizons a) Personal/career counseling b) Academic advancement c) Book loan d) Tutoring e) Seminars/workshops f) Personal job search assistance 2. Learn advantages of choosing non-traditional career 3. Learn non-traditional majors offered at RSC 4. Network with other non-traditional students 5. Ensure student success	1. Information letter and career brief will be sent to students enrolled in non-traditional courses 2. Informational letter on non-traditional careers will be sent to undecided majors 3. Presentation of topical workshops (i.e.: Women in math, science and engineering) 4. Individual counseling and academic advancement 5. Adelante Mujer Hispana (aspirational conference for high school Latinos featuring non-traditional role models) 6. Identification of gender imbalanced programs at RSC 7. Once imbalanced programs are identified, work in partnership with department faculty to recruit non-traditional students for those programs	Non-Traditional Students	Various	Sunshine Vidal	RSC (all campuses)	

Evaluation:

Prepare two

PROGRAM DEVELOPMENT WORKSHEET

ORANGE ADULT LEARNING CENTER

GOAL: TO DEVELOP A CAREER/LIFE PLANNING COURSE FOR THE CONTINUING EDUCATION HIGH SCHOOL SUBJECTS CURRICULUM

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. To introduce students to objectives, guidelines and requirements of a career/life planning course to meet high school subjects requirements	1. Enroll students in course in need of life skills credit or elective credit	High School Subjects Students	Semester/ A.M. Session	Counselors and High School Instructors	ALC	Open entry/open exit programming
2. To develop and organize instructional materials for each of four course components	2. Review career books and other resource materials a. Select reading materials b. Write up worksheet c. Develop study-guide d. Construct learning modules		Nov. - Jan.	Counselor/ Instructor		
3. To enable students to assess vocationally related interests, skills, values and personality traits	3. Prepare assessment packets and schedule testing & subsequent interpretation conferences with students a. Self-directed search b. Myers-Briggs Temperament Inventory c. Values scales d. Interest inventories			ALC Counselor/ AEC Counselor		

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

ORANGE ADULT LEARNING CENTER

GOAL: TO DEVELOP A CAREER/LIFE PLANNING COURSE FOR THE CONTINUING EDUCATION HIGH SCHOOL SUBJECTS CURRICULUM

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
4. To establish evaluation and grading criteria for the course To implement the project in Spring 1991	4. Decide grading options: Credit/Non Credit and/or letter grade 5. Submit project to High School and Curriculum Committees a. Duplication of all instructional materials and tollating them into binders for distribution b. Piloting of newly revised course during spring term		Spring 1991			

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

ORANGE ADULT LEARNING CENTER

GOAL: TO DEVELOP REGISTRATION PROCEDURES - PETITION STUDENTS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
To establish special quarterly registration for OUSD Petition Students (grades 11 and 12) in need of courses for graduation.	1. Students will phone for counselor availability 2. Students will bring "Petition for Courses Form" signed by counselor, parent and student 3. Students will be assigned classes 4. Students will purchase textbooks and materials 5. Students will receive 5 credits after successfully completing coursework and attending class a minimum of 24 hours	OUSD Students	Quarterly	ALC Counselor, OUSD Counselor and RSC Instructors	Villa Park High School	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

ORANGE CAMPUS

GOAL: TO DEVELOP AND ORGANIZE COUSELING CENTER PROGRAMS, ACTIVITIES, PHYSICAL FACILITIES, AND RESOURCES AS THEY RELATE TO ALL COUNSELING FUNCTIONS INCLUDING TRANSFER CENTER ACTIVITIES.

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. All teaching staff will know: a. The location of the Counseling Center b. Program serices offered in the Counseling Center c. Resource staff available in the Counseling Center	1. Develop a staff newsletter 2. Develop a counseling information poster and place in each room	1. All full-time instructors at the Orange Campus	Completed end of semester	E. Fillmore R. Babeshoff	Counseling Transfer Center Orange Campus	

Evaluation: Poster done Oct.10. 1991 and delivered to all classrooms.

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PROGRAM DEVELOPMENT WORKSHEET

ORANGE CAMPUS

GOAL: TO ORGANIZE AND ADMINISTER STAFF DEVELOPMENT PROGRAMS FOR COUNSELORS AND SUPPORT STAFF

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Counseling and Support Staff will: know about and understand RSC Dance Program 1.1 Know and understand IGETC 1.2 Know and understand Fire Tech. and Criminal Justice Programs as they relate to students 1.3 Know all assessment procedures at the Orange Campus	1.0 Contact Orange Counseling staff and set staff Devment date 1.1 Contact Fire Tech. & Criminal Justice Counselor & confirm presentation at Nov. 5th meeting. 1.2 Set up files containing materials relating to various educational programs including IGETC, Nursing, Teaching, Fire Tech, Dance and Criminal Justice 1.3 Meet with Counselors and support staff and review assessment procedures for Placement Testing and Career Assessment	1.0 Orange Campus Counselors 2-Full-time 3-Part-time 1-student service specialist	1.0 Nov. 5th 4-5:30pm	1.0 Fillmore Babeshoff Betty Cotton Fire Tech Rep. Criminal Justice Rep.	1.0 A-215 Conference room, Orange Campus	

Evaluation:

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PROGRAM DEVELOPMENT WORKSHEET

ORANGE CAMPUS

GOAL: TO EXPAND AND MAINTAIN A MATRICULATION PROGRAM FOR AREA HIGH SCHOOLS AND FOR ORANGE CAMPUS STUDENTS WHO INTEND TO TRANSFER TO A FOUR-YEAR COLLEGE

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Students transfering and who are Undecided about a major will: a) know about educational/ career resources b) know the processes involved in selecting a major c) know how to use various educational resources when selecting a major	1.0 Set dates for workshop.	1.0 Students Undecided Major and students who intend to transfer	1.0 Oct. 24th Nov. 7th	1.0 Ruth Babeshoff Kathy Green	Orange Campus Rm. A-210	
2.0 Students who intend to transfer will be able to; complete application proceedures, learn admission requirements, know what majors are impacted & understand G.Ed. requirements of RSC and the college they are transfering to			2.0 1:00-3:00 5:30-7:00			

Evaluation:

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PROGRAM DEVELOPMENT WORKSHEET

ORANGE CAMPUS

GOAL: TO EXPAND THE ORANGE CAMPUS RETENTION PROGRAM

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Increase the total number of student counselor contacts.	1.0 Staff development program to agree on appointment procedures, i.e.: drop in times/procedures other programs/seminars,...ect.	1.0 Orange Campus Students 1.1 Staff development program	1.0 Nov. 5th 4-5:30pm	1.0 Fillmore Babeshoff Judy Strother Susan Trachsel	Orange Campus Conference Room A-2	
2.0 Increase the number of students who begin/complete a Student Educational Plan.	2.0 Send memos to all Orange Campus staff regarding counseling services available. 2.1 Increase number of appointment times available 2.2 Ask all counselors to complete Ed. Plan for each student.	2.0 Orange Campus students	2.0 All year			

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

ORANGE CAMPUS

GOAL: TO EXPAND THE ORANGE CAMPUS PLACEMENT TESTING PROGRAM AND EDUCATIONAL AND CAREER ASSESSMENT PROGRAM CAPABILITY

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Counselors and support staff involved in assessment will: a. Know about & understand assesement procedures that will result in testing inventories being administered and scored properly	1.0 Organize a filing/storage system for: a. Placement testing b. Values inventories c. Aptitude tests d. Interest inventories 2.0 Meet with counselors and support staff and agree on all assessment proceedures.	All counselors and support personel	Oct/Nov,1991	Emery Fillmore Ruth Babeshoff	Orange Campus Counseling/ Transfer Center	

Evaluation:

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PROGRAM DEVELOPMENT WORKSHEET

ORANGE CAMPUS

GOAL: STUDENT RETENTION/MATRICULATION - PRE-COLLEGIATE BASIC SKILLS CLASSROOM PRESENTATIONS

STUDENT OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1. To learn what services the Orange Campus Counseling and Career Center has to offer: - Hours - Location - Services - Counelors' Names - Phone Number (See blue handout) 2. To learn the Educational Options and Academic and Vocational Majors available at RSC. (See pink handout) 3. To receive the Associated Student Body "Student Handbook" and become familiar with its contents. - Special mention of services listed on pages 9 and 10 and the graduation checklist on page 11. 4. To personally meet an Orange Campus Counselor and receive an invitation to make a counseling appointment. 5. To complete a Student Survey.	1. Students will hear a presentation conducted by an Orange Campus Counselor in their classroom. 2. Students will receive: - A handout regarding the Orange Campus Counseling and Career Center - A matrix of Educational Programs and Options - ASB "Student Handbook" - Student Survey 3. Students will complete Student Survey and return it immediately	Students in Pre-Collegiate Basic Skills Classes: English N60 Math N05 Reading N80 Reading N90	Each class as listed in schedule. (Both day and evening classes)	Ruth Babeshoff English N60 Reading N80 Reading N90 Emery Fillmore Math N05 Xeroxing and Assembly of Packets Bonnie Heiss Jillian James Christy Stanley Nena Baldizon	In each respective classroom.	Each counselor is responsible for making contact with instructor to set up presentation. Presentation NOT to exceed 15 minutes.

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

ORANGE CAMPUS

GOAL: STUDENT RETENTION/MATRICULATION - PRE-COLLEGIATE BASIC SKILLS CLASSROOM PRESENTATIONS

STUDENT OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
6. To receive a follow-up letter which includes: - encouragement to schedule a counseling appointment. - information about the specific services the student wanted to know more about.	Counselor will send a folow-up letter to students encouraging them to make an appointment and provide them with information about the services they wanted to know more about.	Students in Pre-Collegiate Basic Skills Classes: English N60 Math N05 Reading N80 Reading N90	Follow-up letter to be done no later than one week after classroom visitation.	Orange Campus Counselors	Orange Campus	
7. To receive a phone call if the student has not made an appointment within two weeks (after receipt of letter).	Student Services Matriculation Specialist will maintain a list of students who received a follow-up letter, monitor counseling appointments made, and conduct follow-up phone calls.		Follow-up phone calls to be conducted two weeks after students receive follow-up letter.	Student Services Matriculation Specialist		

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

RSC PSYCHOLOGICAL SERVICES PROGRAM

DOMAIN
___ EDUCATION
___ CAREER
___ SOCIAL\PERSONAL

GOAL: ORGANIZE AND ADMINISTER A PSYCHOLOGICAL SERVICES PROGRAM FOR RANCHO SANTIAGO COMMUNITY COLLEGE STUDENTS AND STAFF

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
STUDENTS	**STUDENTS**	**STUDENTS**	**STUDENTS**	**STUDENTS**	**STAFF**	
1.0 Students will be aware of psychological services available to their: a) Classes b) Personal Counseling c) Seminars d) Written Materials	1.0 Prepare poster and flyers and distribute 1.1 Schedule seminars, workshops, and classes 1.2 College catalog 1.3 Semester Schedule 1.4 Public Service - Publication	1.0 All students	1.0 Beginning of each academic year	1.0 J. Earl	1.0 RSC Counseling Center and Student Health and Wellness Center	
2.0 Students will demonstrate improved skills relating to: a) Interpersonal Relationships b) Self Assessment/ Self Understanding	2.0 Set up Counseling Sessions a) Personal Counseling b) Small Group Counseling c) Assessment Sessions • Myers/Briggs • Strong Campbell • Values Inventory	2.0 Self referred student	2.0 As required to meet student needs	2.0 J. Earl and Interns	2.0 Counseling Center	
STAFF	**STAFF**	**STAFF**	**STAFF**	**STAFF**	**STAFF**	
3.0 Staff will be aware of psychological services available to students and know referral procedures	3.0 Set up Staff Development Programs 3.1 Flyers/memos to staff	3.0 All Staff 3.1 All Staff or Counseling Staff	3.0 See 2.0 3.1 See 2.0	3.0 J. Earl 3.1 J. Earl	3.0 RSC Counseling Center and Student Health and Wellness Center	
4.0 Train Graduate Level Interns in Personal Counseling Techniques	4.0 Set up series of training sessions	4.0 Interns	4.0 Fall '92	4.0 J. Earl		
	4.1 Schedule Personal Counseling Sessions and Group Counseling Sessions	4.1 Interns	4.1 Schedule as needed	4.1 J. Earl		
	4.2 Monitor and evaluate interns' Progress Report to Graduate Advisor	4.2 Interns	4.2 Schedule as appropriate	4.2 J. Earl		

Evaluation: _____

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Students will know: a. Transfer Center functions b. Transfer application deadlines c. Application fee waivers d. Counselor appointment e. Certification requests f. Transfer requirements g. Financial aid deadlines	1.0 Set up class visitation schedule for fall semester in English 061, 101, 102, ESL 110 1.1 Contact instructor to inform of class visitation	1.0 Selected students who intend to transfer to four-year college.	Fall semester: September October November	J. Acuna I. Guzman	SA Campus Room_____ Room_____ Room_____	
2.0 Students will know: a. Transfer Center functions b. Transfer application deadlines c. Application fee waivers d. Counselor appointment e. Certification requests f. Transfer requirements g. Financial aid deadlines	2.0 Set up class visitation for spring semester in: Math 050, 080 Engineering 148 Business 112	2.0 Selected students who intend to transfer to a four-year college	Spring semester	J. Acuna I. Guzman	SA Campus Room _____	

Validation: Number of classes -

Student comments -

Instructor comments -

Completed application college/financial aid forms -

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
3.0 Students will know about transfer opportunities	3.0 Mail out information to matriculated students who have declared transfer as their goal. 3.1 Post transfer information on bulletin boards and appropriate classrooms. 3.2 Secure, from transfer institutions, information for posting.	3.0 Selected students who have declared transfer as their goal.	October, 1991 April, 1992	J. Acuna I. Guzman	SA Campus	

Validation:

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
4.0 Rancho Santiago College students will be provided university experiences in the following areas: a. Programs and services available at selected universities. b. Location of facilities and resources that relate to majors and extra curricular activities. c. Orientation dates and registration procedures.	4.0 Provide campus tours to selected universities. 4.1 Host university representatives on campus. 4.2 Transfer Center Specialist schedules and arranges tours for staff. 4.3 Select Student Services staff, counselors and faculty to conduct tours. 4.4 Transfer Center Specialist facilitates the scheduling of appointments through the Counseling Center. 4.5 Host University Day at Rancho Santiago College 4.6 Host S.C.H.E.C. mini-fairs	4.0 Selected students who have declared transfer as their goal.	4.0 Fall Semester September October 4.3 Spring Semester February March April 4.5 October	4.0 Transfer Ctr. Specialist schedules and arranges 4.5 Transfer Ctr. Spec. schedules & arranges. 4.6 Same as 4.5	SA Campus	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Provide immediate transfer information to transfer-ready students	1.0 Identify potential transfer (30 - 45 units of coursework with 2.0 GPA)	1.0 Transfer-ready students	1.0 September	1.0 Transfer Center Specialists/ Counselors	SA Campus	
	1.1 Send letter advising students to make appointment with counselor and attend a Transfer Center workshop		1.1 October	1.1 Transfer Ctr. Specialists/ Counselors	SA Campus Orange Campus	
	1.2 Provide transfer application workshops for CSU and UC bound students		1.2 October November	1.2 Transfer Ctr Specialists/ Cousnelors		
	1.3 Advise students of financial aid workshops provided by the Financial Aid Office		1.3 January February March	1.3 Transfer Ctr Specialists/ Counselors		
	1.4 Follow up on problem applications		1.4 Throughout year as needed	1.4 Transfer Ctr Specialists/ Counselors	SA Campus	

Validation:

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Students will learn about: a. Academic programs b. Student support services c. Campus environment	2.0 Provide tours to selected four-year schools	2.0 Transfer-ready students and other interested students	2.0 Throughout the year	2.0 J. Acuna I. Guzman	SA Campus	
3.0 Students will know about federal, state, and local financial aid programs	3.0 Send letter to students advising them of federal, state, and local financial aid programs	3.0 Transfer-ready students and other selected students	3.0 November,'91	3.0 J. Acuna I. Guzman	SA Campus	

Evaluation:

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Establish an Advisory Committee in accordance with the Council structure	1.0 Solicit volunteers for an on-campus Advisory Committee from: a. Academic Senate b. Classified Advisory c. Academic Division d. Counseling e. Student Services	1.0 Transfer Center Coordinators, Transfer Center Specialists and other committee members	1.0 September '91	1.0 J. Acuna I. Guzman	SA Campus	
	1.1 Schedule Meetings as appropriate	1.1 Same as 1.0	1.1 Throughout the year	1.1 J. Acuna I. Guzman		
	1.2 Identify and focus on concerns of mutual interest	1.2 Same as 1.0	1.2 September, November and April meetings			

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
2.0 Establish an external Transfer Advisory Sub-Committee to advise on community concerns	2.0 Solicit volunteers for a Transfer Community Advisory Committee from: a. Four-year schools - public and private b. Community groups c. Unified schools	2.0 Transfer Center Specialists and other committee members	2.0 September '91	2.0 Transfer Ctr. Coordinator	SA Campus	
	2.1 Schedule meetings as appropriate with purpose of sharing informations and concerns of mutual interest	2.1 Transfer Center Specialists and other committee members	2.1 October '91 February '92	2.1 Transfer Ctr. Counselor	SA Campus	

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Provide staff opportunities to visit university campuses	1.0 Attend tours with students	1.0 Counseling staff	1.0 All year as needed	1.0 Transfer Center Counselors	SA Campus	
	1.1 Schedule tours during flex time as needed					
	2.0 Schedule periodic presentations for counselors' transfer processes, transfer requirements, certification and University California core, scholarships and financial aid, and other problems encountered when transfering	2.0 Counseling and appropriate support staff	2.0 Fall Sem. 5 presentations 2.1 Spring Sem. 5 presentations	2.0 Transfer Center Counselors	SA Campus	

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
3.0 Counseling staff will become familiar with a variety of college and university programs and campuses	3.0 Write a staff development proposal to fund the Visitation Program	3.0 Counselors and Faculty	3.0 September	3.0 Transfer Center Counselors	SA Campus	
	3.1 Survey Counselors and faculty for interest in participating	3.1 Beginning of academic year	3.1 Same as 3.0	3.1 Transfer Center Counselors	SA Campus Orange Campus	
	3.2 Match Counselors and faculty with campuses	3.2 October '91	3.2 Same as 3.0	3.2 Transfer Center Counselors	SA Campus	
	3.3 Arrange visitations to services and departments	3.3 October '91		3.3 Transfer Center Counselors	SA Campus	
	3.4 Counselors and faculty will report back to their staff on visitation	3.4 Fall and Spring Semester		3.4 Transfer Center Counselors	SA Campus Orange Campus	

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
4.0 Counseling Staff and faculty will know appropriate: a. Transfer procedures to the CSU/UC and area private colleges b. Resource people at their own college site and at area universities and colleges	4.0 Develop a Transfer Needs Assessment for academic departments	4.0 Counselors and staff and department staff	4.0 September '91	4.0 Transfer Center Counselors	SA Campus	
	4.1 Arrange times to meet with department and divisions to discuss transfer issues	4.1 Department and divisions	4.1 October '91	4.1 Transfer Center Specialists	SA Campus	
	4.2 Plan seminars/classes for faculty and staff during flex time	4.2 Faculty and staff	4.2 September '91	4.2 Transfer Center Counselors	SA Campus Orange Campus	

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
5.0 Provide department/ division with catalogs from selected four-year colleges	5.0 Organize a system that will result in colleges and universities supplying catalogs for department and divisions at Orange and Santa Ana Campuses	5.0 Counseling Dept. Divisions at Orange and Santa Ana Campus	5.0 September and remainder of the year as needed	5.0 Transfer Center Counselors	SA Campus Orange Campus	

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Identify a minimum of 100 under-represented students each academic year	1.0 Use Early Decision records and computer checks to identify and invite under-represented students to participate in Transfer Center Programs	1.0 One hundred (100) under-represented students	1.0 May and September of each year	1.0 Transfer Center Counselors/ Specialists	SA Campus	
	2.0 Issue survey code for each student	2.0 Same as 1.0	2.0 September	2.0 Same as 1.0		
	2.1 Send student letters advising them of add/drop periods, financial aid, and other relevant information.	2.1 Same as 1.0	2.1 October, December,'91 March and April,'92			
	2.2 Check mid-term and final grade reports on these students.	2.2 Same as 1.0				
	2.3 Contact and counsel students who are in danger of failing	2.3 Same as 1.0				
	2.4 Develop an Ed. Plan for each student for the following semester	2.4 Same as 1.0				

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
3.0 Students will know about and apply for university and for college scholarships and grants	3.0 Send out Transfer Newsletter	3.0 Under-represented students	3.0 Throughout school year	3.0 Transfer Center Counselors/ Specialists	SA Campus	
	3.1 Sponsor field trips to selected universities	3.1 Same as 3.0	3.1 Same as 3.0	3.1 Transfer Ctr. Counselors	See Schedule	
	3.2 Sponsor over-night field trips to university/ colleges	3.2 Same as 3.0	3.2 Same as 3.0	3.2 Same as 3.1	See Schedule	
	3.3 Present scholarship/financial aid workshops	3.3 Same as 3.0	3.3 Same as 3.0	3.3 Same as 3.1	See Schedule	
4.0 Under-represented students who drop out will be contacted and urged to re-enter college	4.0 Identify those under-represented students who dropped out	4.0 Same as 3.0	4.0 Each semester	4.0 Same as 3.0	SA Campus	
	4.1 Contact those students & find out why they dropped out	4.1 Same as 3.0	4.1 Same as 4.0	4.1 Same as 3.0	SA Campus	
	4.2 Set up an Ed. Plan that will encourage them to re-enter college	4.2 Same as 3.0	4.2 Same as 4.0	4.2 Same as 3.1	SA Campus	

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
1.0 Establishment of a comprehensive catalog file for reference that includes printed computer and micro-fiche data.	1.0 Order catalogs from CSU, UC and private schools		1.0 Summer 1991	Transfer Center Specialists	SA Campus	
	1.1 Update micro-fiche catalogs as needed		1.1 Fall 1991	Transfer Center Specialists		
	1.2 Purchase micro-fiche					
2.0 Establish a library of catalogs available to students	2.0 Order a variety of books which are considered standard references		2.0 Summer As Needed	Transfer Center Specialists		
3.0 Establish a data link utilizing "ASSIST" for student use	3.0 Load "ASSIST" on to the three (3) computers in the Transfer Center		3.0 Summer	Transfer Center Specialists		

PROGRAM DEVELOPMENT WORKSHEET

TRANSFER CENTER

GOAL: INCREASE STUDENT AWARENESS OF TRANSFER AS A FUNCTION OF THE EDUCATIONAL PROCESS

STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES
4.0 Establish a file of supplementary materials highlighting admissions criteria, majors, programs, financial aid and contact people	4.0 Order supplemental information from CSU and UC systems and selected private schools	4.0 Counselors/ Support Staff	4.0 Summer	4.0 Transfer Center Specialists	SA Campus	
5.0 Establish and maintain a current file dealing with four-year college admission programs and scholarships	5.0 Solicit current information from four-year colleges and universities	5.0 Counselors/ Support Staff	5.0 Fall	5.0 Transfer Center Specialists	SA Campus	

PROGRAM DEVELOPMENT WORKSHEET

GOAL: _____

STUDENT/STAFF OUTCOMES	ACTIVITY	POPULATION	DATE/TIMES	PERSONS RESPONSIBLE	LOCATION	NOTES

EVALUATION: _____

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PROGRAM DEVELOPMENT WORKSHEET

PROBLEM:

SECTION 14

EVALUATION WORKSHEET

EXAMPLE

EARLY DECISION PROGRAM - ORANGE CAMPUS
(Program Name)

GOAL: ORGANIZE AND MAINTAIN A MATRICULATION PROGRAM FOR AREA HIGH SCHOOLS

EVALUATION DATA:

Placement Testing
Area High Schools

Orange High School	120
El Modena High School	90
Canyon High School	35
Villa Park High School	48
Foothill High School	10
Total	**303**
Make Up Testing-5/12/92	**40**
Total Tested	**343**

Early Decision 6-3-92
Number of Projected Students to be Enrolled:

Orange High School	90
El Modena High School	90
Canyon High School	30
Villa Park High School	40
Foothill High School	15
Other Schools	20
Projected Total Students	**285**

SUMMARY STATEMENT/RECOMMENDATIONS:

1. Recommend that posters describing this program be placed in the career centers of area high schools on or at the beginning of the school year.

2. With the number of students participating in the Early Decision Program increasing each year, recommend two additional counselors be involved plus four additional student assistants.

EVALUATION WORKSHEET

_____
(Program Name)

GOAL: _____

_____

_____

EVALUATION DATA:

SUMMARY STATEMENT/RECOMMENDATIONS:

SUMMARY
EVALUATION WORKSHEET

_____

(Specialty Area/Campus)

DOMAIN GOAL: _____

_____

PROGRAM GOAL:	MET	NOT MET	RECOMMENDATION
1.			
2.			
3.			
4.			
5.			
6.			
7.			

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